

GAIN: THE BRIDGE TO INDEPENDENCE

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1210 OVERVIEW

The California Work Opportunities and Responsibility to Kids (CalWORKs) Stage 1 Child Care Program helps families access child care as they move through Welfare-to-Work (WtW) activities toward unsubsidized employment. A primary objective is to ensure that families have stable child care as they transition off cash assistance.

CalWORKs applicants/participants and former participants are connected as soon as possible to local child care resources, make stable child care arrangements, and continue to receive subsidized child care services after they no longer receive cash aid as long as they require those services and meet the specified eligibility requirements. Former CalWORKs participants, or those transitioning off aid, receive their child care assistance in the same fashion as other low-income families.

The Child Care Program provides a seamless system by standardizing Child Care Program services under a three-stage system.

Stage 1 Child Care

Stage 1 Child Care, the first phase of CalWORKs child care services, is available for Cal-Learn participants and any parent who becomes eligible for CalWORKs and enters into a County-approved Welfare-to-Work (WtW) activity or employment. Each family may remain in Stage 1 for up to six months or until the family's employment/WtW activity becomes stable, or for up to 24 months after cash aid has been terminated if they have a license exempt in-home provider.

Stage 1 Child Care is funded by the California Department of Social Services (CDSS) and locally administered by counties. The Los Angeles County Department of Public Social Services (DPSS) administers the CalWORKs Stage 1 Child Care Program through contracts with 13 local Resource & Referral/Alternative Payment Program (R&R/APP) agencies.

Stage 2 Child Care

Stage 2 Child Care, the second phase of CalWORKs child care services, begins when the parent's employment/WtW activity and child care arrangements become stable. Families may remain in Stage 2 for up to 24 months after cash aid is terminated.

Stage 2 Child Care services are funded by the California Department of Education (CDE) and locally administered by the Alternative Payment Program (APP) agencies through contracts with CDE. Stage 2 begins when it is determined that a CalWORKs family is stable and is transferred to Stage 2 Child

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Care services, or when a family applies and is determined to be eligible for Stage 2 Child Care.

Stage 3 Child Care

Stage 3 Child Care, the third phase, begins when funded space is available. This stage provides child care benefits to former CalWORKs participants who are employed and have exhausted their 24-month eligibility for Stage 1 and/or Stage 2 child care services after termination of cash aid and for families who receive a CalWORKs Diversion Payment. Stage 3 Child Care services are administered by CDE through contracts with the APPs.

Regional Market Rate (RMR) Ceilings

RMR ceilings are the maximum amount child care providers can be reimbursed from the State for subsidized child care.

The Budget Act of 2003 required the California Department of Education (CDE) and the California Department of Social Services (CDSS), in consultation with the Department of Finance and the Legislative Analyst's Office, to develop a new survey methodology to be employed in future market rate surveys. CDE contracted with an outside entity to recommend a new survey methodology, develop a sampling plan, conduct the survey, and submit the resulting 2005 RMR ceilings to CDE for review.

The survey developed was based on a methodology of groupings of zip codes that have similar socio-economic characteristics (e.g., similar housing costs, population density, and employment rates). This methodology created one set of profiles for licensed family child care homes and another for licensed child care centers. As a result, there would be several ceilings per provider-type in a county, and the ceiling in any one zip code would have been the same as that in other zip codes with the same market conditions.

The FY 2006/07 Budget Trailer Bill, AB 1808, requires that the RMR ceilings be based on a county aggregate of the survey data. Los Angeles County will have one reimbursement rate according to the type of care, age of the child(ren), and time base (i.e., hourly, daily, weekly, or monthly).

The RMR ceilings and regulations issued by CDE are equally applicable to the CalWORKs Stage 1 Child Care Program administered by CDSS and the CDE-administered CalWORKs Stage 2 and 3 Child Care Programs.

The ceilings are reflective of child care costs up to the 85th percentile of the market rates charged by providers who offer the same type of child care for the same age child in that region.

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1211 KEY POINTS

- Child care is available to current GAIN participants and former CalWORKs participants who are employed and have a child in the CalWORKs Assistance Unit under age 13.
- Child care is also available to participants who have children receiving Supplemental Security Income/State Supplemental Program (SSI/SSP), federal Foster Care (FC) payments, or are under court-ordered supervision. Additionally, children added to the CalWORKs household under the “Maximum Family Grant” requirements, and not shown as aided on LEADER, are still eligible for child care.
- CalWORKs/GAIN and Contracted Case Managers (CCMs) must ensure that participants are referred to a Resource & Referral/Alternative Payment Program (R&R/APP) agency to receive child care services timely and avoid delay in child care payments.
- CalWORKs/GAIN and contracted management staff shall ensure that all participants are made aware of the availability of child care services.
- Special needs child care is available to participants with children physically or mentally incapable of caring for themselves and under the age of 18.
- There are two types of child care providers, licensed and license-exempt. The participant makes the choice between licensed and license-exempt child care.
- Licensed providers are to be reimbursed for child care services provided to subsidized families at the same rate as non-subsidized families for the same services. If the provider serves only subsidized families, reimbursement will be made based on the rate the provider establishes for prospective non-subsidized families. However, in no case shall the reimbursement exceed the appropriate RMR ceiling.
- License-exempt centers must meet the requirements for participation in the Alternative Payment Program, such as using sign-in/out sheets to qualify for the center-based RMR ceilings. If the center-based requirements are not met, exempt centers will be capped at the license-exempt providers’ RMR ceilings.
- To identify the appropriate Regional Market Rate (RMR) ceiling, the age of the child, the time base (i.e., hourly, daily, weekly or monthly) for needed child care and the child care provider or facility type are to be considered.

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- Licensed providers may update the rates for subsidized child care services once a year and are required to provide updated rate information to the R&R/APP agency.
- Parents may utilize multiple providers if a single provider cannot accommodate the need for care.
- Child care payments/reimbursements cannot exceed the RMR ceilings, including special needs care.
- The maximum payment for child care shall be up to the 85th percentile of market rates charged by providers who offer the same type of child care for the same age child(ren) in the region where care is provided.
- Paid child care is not available when child care is provided by the child's parents, legal guardians or members of the Assistance Unit (AU). Payment cannot be made when the child care service is provided by an individual who is under 18 years of age.
- License-exempt child care providers, who are not the aunt, uncle, or grandparent, by blood, marriage, or court decree of the child for whom child care is provided, must be Trustline registered with the California Department of Social Services.
- A license-exempt child care provider who is required to be Trustline registered shall not receive a subsidized child care payment until Trustline registration is complete.
- All license-exempt child care providers must meet certain health and safety requirements. A Health and Safety Self-Certification (CCP 4) form must be completed by the participant and the license-exempt provider.
- Notices of Action (NOAs) must be issued to GAIN and Cal-Learn participants at least 10 calendar days prior to any change to provider payments.

1212 DEFINITIONS

Alternative Payment Program (APP) Agency - an agency that contracts with the County and California Department of Education (CDE) for Stages 1, 2 and 3 Child Care Services. In addition to other activities, the APP agency makes payments to other agencies or child care providers for the provision of child care and development services.

Assistance Unit (AU) - a group of related people living in the same household who have been determined eligible for cash assistance through the California Work Opportunities and Responsibility to Kids (CalWORKs) Program.

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CalWORKs - California Work Opportunities and Responsibility to Kids Program, the State of California's version of the Temporary Assistance for Needy Families (TANF) Program.

Child Care - the care and supervision of a child as specified in the California Code of Regulations, Title 22, Division 12, Section 101152c.(2).

Child Care Hotline - the Child Care Hotline (CCH) responds to inquiries and complaints regarding child care issues from providers, parents, legal aid advocates, District/Regional Child Care Coordinators and R&R/APP agencies.

Child Care Provider - a person or organization that provides child care services.

Commute Hours - the time it takes for the participant to travel from the child care provider to the activities for which child care is being provided and back to the child care provider.

Contractor - a public or private non-profit agency that has a contract with L.A. County to administer child care services to current and former CalWORKs families through the Stage 1 Child Care contract.

Co-Payment - the amount the participant is responsible to pay, if he/she chooses a child care provider who charges a fee higher than the maximum ceiling specified in the current Regional Market Rate (RMR) chart. The co-payment is distinct from the family fee.

Eligible Child - a child who is a member of the CalWORKs AU, or would be a member of the AU but is receiving Foster Care or SSI/SSP benefits, or is the child of a Cal-Learn participant, or is a member of a family with a former CalWORKs participant who has become employed.

License-Exempt - a child care provider who is not required to obtain a child care license, as specified in the California Code of Regulations, Title 22, Division 12, Section 101158.

Family Fee - the amount, if any, that the participant shall be required to pay toward his/her child care costs, based on income and the fee schedule established by the State. The family fee is distinct from the co-payment.

Family Size - the number of adults and children related by blood, marriage, or adoption that comprise the household in which the child is living.

Former CalWORKs Participant - an individual who has previously received and is no longer receiving cash aid under the CalWORKs or Cal-Learn program in the prior 24 months and needs child care to continue his/her employment or a County-approved WtW activity.

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Health and Safety Self-Certification (CCP4) – required to be completed by a license-exempt child care provider to self-certify that the home where child care is provided meets the basic Health and Safety requirements.

Incapacity - a substantial medical need that is verified by a legally qualified professional that precludes a parent from providing normal care for his/her child(ren).

Licensed Provider - an individual or organization that has obtained a child care license, as specified in the California Code of Regulations, Title 22, Division 12.

Live Scan – an electronic fingerprinting process used for license-exempt child care providers who are required to have a criminal background clearance and be Trustline-registered.

Maximum Payment - the maximum that may be paid to a provider that does not exceed the provider's rate for unsubsidized children, or the most recent maximum payment allowed as defined by the State Regional Market Rate (RMR) ceiling for the cost of care in the region where the care is provided.

Notice of Action (NOA) - a written statement of specific information informing the family and/or provider that a change in child care services has been made to their service agreement. These changes may include, but are not limited to, need and eligibility requirements that are no longer being met, fees that have not been paid, the proposed modification of the fee or amount of services provided by the contractor.

Participant - an applicant or recipient of CalWORKs cash assistance, a former CalWORKs participant, a recipient of diversion payments or services, and/or a Cal-Learn teen, who receives or is eligible to receive child care through the CalWORKs Child Care Program.

Provider Payment Request (PPR) - the invoice that the provider completes to be paid for services rendered.

Receiving County – county to which a current or former CalWORKs participant will move or has moved.

Regional Market Rate (RMR) - the child care rate ceilings that the State issues annually which provide the maximum amount that the State will pay for subsidized child care, including CalWORKs Stage 1 Child Care.

Registration Fee - a one-time or periodic service or application fee charged by a child care provider.

Resource & Referral (R&R) Program - a program that provides information and referrals for child care services and coordination of community resources.

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Resource & Referral/Alternative Payment Program (R&R/APP) Agencies - the 13 local agencies contracted by DPSS to administer the Stage 1 Child Care Program to CalWORKs participants.

Retroactive Child Care Request for Payment - a request for child care payment(s) for child care services rendered within 30 days prior to the date of request or date of eligibility for child care, whichever is later.

Sending County – the county from which a current or former CalWORKs participant will move or has moved.

State Median Income - the most recent median income for California families as determined by the California Department of Finance.

Timed Out - a family receiving CalWORKs Stage 1 or 2 Child Care services becomes ineligible because the adult has been off of cash aid for 24 months. The family may qualify for Stage 3 Child Care after they have timed out.

Trustline Registry – a computer registry of license-exempt child care providers, including providers who care for the children of participants eligible for subsidized child care, who have had a background check to ensure that the child care providers have no disqualifying criminal convictions, or substantiated reports of child abuse.

Welfare-to-Work (WtW) Activity - a County DPSS approved activity, including but not limited to, employment, job search, job training, educational training, participating as a volunteer in a job-related activity or specialized supportive services (such as., Domestic Violence, Mental Health and/or Substance Abuse).

1213 POLICY FOR GAIN AND CONTRACTED CASE MANAGERS

GAIN Services Workers (GSW) and Contracted Case Managers (CCM) must be knowledgeable of the sections listed below in order to effectively provide child care supportive services.

.1 CalWORKs Stage 1 Child Care Requests from Participants and Providers

A CalWORKs participant may request Stage 1 Child Care services from a CalWORKs Eligibility Worker, GSW, CCM, Cal-Learn Case Manager or an R&R/APP agency, either verbally or in writing, upon entry into the CalWORKs assistance program, or at any subsequent time. Form ST1-01, CalWORKs Stage 1 Child Care Request, or the Maintain Child Care Requests (MCCR) GEARS screen, is used to track participant requests.

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.11 Initial Staff Responsibilities

- .111 The person receiving the request shall document the date of the request and provide a copy of the manually completed ST1-01 or MCCR GEARS screen to the person responsible for processing child care requests:
 - (a) When a verbal request for child care services is made by the applicant/participant, and,
 - (b) If the request is not made directly to an R&R/APP agency.
- .112 R&R/APP agency staff shall retain a copy of the documentation in the child care case file and mail a written confirmation of receipt of the request to the applicant/participant. The date of the request shall be the date child care services were verbally requested.
- .113 A written request may include, but is not limited to, the county's child care request form or a letter from the applicant/participant. The date of request shall be either the date postmarked or the date the written request was hand-delivered.

.12 Retroactive Child Care Request for Payment

Eligible participants may request payment for child care services rendered within 30 days prior to the date of request, or date of eligibility for child care, whichever is later.

A participant's license-exempt provider who is required to be Trustline-registered may be eligible to a retroactive payment for up to 120 calendar days from the date the provider is Trustline-registered, if the provider has been caring for the child(ren) and the provision of care can be verified/documented.

.13 Child Care Eligibility for Participants

.131 Presumptive Eligibility

Presumptive eligibility for Stage 1 Child Care is determined within four business days by co-located staff or a R&R/APP agency receiving an ST1-01 from a participant, GSW/CCM or other CalWORKs staff. Certification of presumptive eligibility is based on three factors:

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- (a) The case is an approved CalWORKs case, or is sanctioned, or is a former CalWORKs case eligible for up to 24 months from the date the cash aid terminated;
- (b) The participant is employed or in a County-approved WtW activity, or there is an authorized GAIN component on GEARS with an actual or expected start date; and,
- (c) The participant is between jobs, or in an approved WtW activity for no more than 30 calendar days, and is using a licensed child care provider.

Former CalWORKs participants, including participants who have exhausted their CalWORKs 60-month time limits, are eligible to receive child care services for up to 24 months after cash aid termination, provided they are participating in a County-approved WtW activity or employed and meet state income requirements.

Additionally, to qualify for CalWORKs Stage 1 Child Care services, the parent must confirm that there is no other parent, legal guardian or adult member of the AU living in the home who is able or available to provide child care.

.132 Eligible Participants

Current/former participants are eligible to receive CalWORKs Stage 1 Child Care services if one of the following applies:

- (a) Participation in the Cal-Learn Program.
- (b) Employment.
- (c) Participation in a County-approved WtW activity, including but not limited to the following:
 - (1) GAIN Orientation/Appraisal
 - (2) Job Club/Job Search
 - (3) Vocational/Clinical/Career Assessment
 - (4) Vocational Education/Training
 - (5) Specialized Supportive Services

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- (6) Post-Employment Services
 - (7) Post Time Limit Services
 - (8) Other County-Approved Activities
- (d) Participants who experience a period of temporary ineligibility for a cash grant that is no longer than one month, as long as the parent is participating in a County-approved WtW activity, or is employed.
- (e) Penalized or sanctioned participant, as long as the parent is working or participating in a County-approved WtW activity.
- (f) Both parents are in a County-approved activity and/or employed, and neither parent is available to provide care for the child(ren). Two parent households are required to meet the 35-hour weekly requirement in a County-approved WtW activity to receive child care services. A single parent household is required to meet the 32-hour weekly requirement.

.133 Former CalWORKs Participants

Former CalWORKs participants, who are employed or participating in a County-approved WtW activity, are eligible to receive child care services for up to 24 months after cash aid has been terminated. The 24 months of child care eligibility applies to each instance of cash aid termination.

Former participants are eligible to receive CalWORKs Stage 1 Child Care services when the following applies:

- (a) Not more than 24 months have elapsed since leaving cash aid;
- (b) Child care services are being provided by an in-home license-exempt provider;
- (c) Monthly income adjusted for family size does not exceed 75 percent of the State Median Income, as specified in Education Code Section 8263.1 (a); and,
- (d) Child care services are not available in Stages 2 and 3.

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.134 Income Eligibility of Former CalWORKs Participants

To qualify for Stage 1 Child Care services, a former CalWORKs family's adjusted monthly income must be at or below 75 percent of the State Median Income, adjusted for family size and adjusted annually, as specified in Education Code Section 8263.1 (a).

In calculating a former CalWORKs family's "total countable income," the following are excluded:

- (a) Earnings of a child under 18 years of age;
- (b) Loans, grants and scholarships obtained under conditions that preclude their use for current living costs;
- (c) Grants or loans to students for educational purposes made or insured by a state or federal agency;
- (d) Allowances received for uniforms or other work required clothing, food and shelter;
- (e) Business expenses for self-employed family members; or,
- (f) Federal Supplemental Security Income and State Supplemental Program (SSI/SSP).

.135 Eligible Child

A child eligible to receive CalWORKs Stage 1 Child Care services must be a member of the CalWORKs AU, or would be a member of the AU, but is receiving Foster Care benefits or SSI/SSP benefits, and is:

- (a) A child of a CalWORKs/Cal-Learn participant;
- (b) Age 12 years or younger (preferred placement for 11 and 12-year olds is in an after-school program); or,
- (c) A child under age 18, who is physically or mentally incapable of caring for him or herself, based on a written statement from either a physician, licensed, certified psychologist or is receiving SSI/SSP benefits.

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.136 Non-Assistance Unit Members

A child, who is not in the CalWORKs AU, is eligible to receive child care services under the following circumstances:

- (a) A child added under the “Maximum Family Grant” (MFG) children,
- (b) Lack of child care would result in the participant not being able to participate in a county-approved activity and/or employment, or,
- (c) The participant is responsible for supporting the child.

Example (1): A single parent requests Stage 1 Child Care for both her children and her sister’s unaided children who are residing with her while her sister is in jail. The father of the sister’s children is absent. In this case, the sister’s children meet the requirement of children whom the participant is responsible to support.

Example (2): A single parent requests Stage 1 Child Care for both her children and the children of her unaided unmarried boyfriend who are living in the home. The unmarried boyfriend is employed. He is unable to provide care for his children during his hours of employment. In this case, the boyfriend’s children do not meet the requirement of children whom the participant is responsible to support.

Example (3): A single parent requests Stage 1 Child Care for both of her children. One child is aided; the other is unaided and undocumented. In this case, the undocumented child meets the requirement of children whom the participant is responsible to support.

.14 Former CalWORKs Participants Eligible to Child Care Whose Children Are Not on GEARS or LEADER

Former CalWORKs participants are eligible to receive Stage 1 and/or Stage 2 child care services for up to 24 months from the date their CalWORKs cash aid is terminated. However, children born or added to the former participant’s household after cash aid termination are not known to GEARS or LEADER. Therefore, the following process has been developed to verify the child’s identity and input required information into GEARS.

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.141 Establishing Child Care Eligibility for Children Not Known to GEARS/LEADER

When a former CalWORKs participant within 24 months of cash aid termination requests child care for a child not found on GEARS, R&R/APP staff must see or telephone the participant **and** fax an ST1-07, "CalWORKs Stage 1 Child Care Notification to County – Time Sensitive," and completed ST1-01, "CalWORKs Stage 1 Child Care Request," within two (2) business days, to the appropriate GAIN Regional Office Child Care Coordinator (CCC) for verification of the child's identity. The identity and relationship of the child to the former CalWORKs participant must be verified before the R&R/APP staff can authorize child care for that child.

Only the GAIN CCC will be able to verify the identity and relationship of the child to the former participant, determine the validity of the required documents submitted by the former participant for establishing the child's identity, and add the child to GEARS.

.142 Verifying Child Identity and Relationship to Participant for Children Not Known to GEARS/LEADER

When former CalWORKs participants request child care from an R&R/APP agency for a child not known to GEARS, the agency must follow the process provided in the Children Not Known to GEARS or LEADER – R&R/APP Decision Chart ([Section 1215.2](#)).

The R&R/APP staff shall request all documents, other than child identity information required for the child not known to GEARS or LEADER, needed from the participant and provider for child care eligibility. This will ensure that the R&R/APP is ready to authorize child care once the GAIN CCC verifies the identity of the child. This process must be completed within the existing 30-day case processing timeframe for child care requests.

Upon receipt of a request from the R&R/APP staff to add a child to GEARS the CCC must follow the process provided in Children Not Known to GEARS or LEADER – GAIN CCC Decision Chart ([Section 1215.3](#)). This process facilitates timely acquisition of child identity information consistent with existing CalWORKs procedures.

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The GAIN CCC must see the participant in person and make copies of required documents.

.143 Participant Brings Documents to GAIN Office

If the participant brings the needed documents to the GAIN CCC, the child must be added to the GEARS “Maintain Child” (MCHD) screen within one (1) business day of receipt of all required documents needed to verify the child’s identity. Additionally, the GAIN CCC must initiate a PA 230, “Request for Verification/ Certification of Evidence”.

.144 Participant Fails to Provide Required Documents to Establish Child’s Identity

If the participant does not provide the requested documents within the specified time period, the GAIN CCC must make a second attempt to contact the participant via telephone and by mail. An additional five (5) calendar days for receipt of the documents must be allowed.

After the second contact, within one (1) business day of the new date that the participant is to provide the required documents, the GAIN CCC must notify the appropriate R&R/APP staff via the ST1-07A, “Stage 1 Child Care Change Transmittal Fax - Time Sensitive,” that the participant has not provided the required documents needed to verify eligibility for the child. All documents that the participant failed to provide must be listed on the ST1-07A.

.145 R&R/APP Staff’s Follow-Up with Participant

The R&R/APP agency must contact the participant via telephone and by mail informing the participant of the need to bring the required documents to establish the child’s identity to the DPSSGAIN Regional Office when contacted by the GAIN CCC. Every effort possible must be made to assist the participant with obtaining the necessary documents needed in a timely manner to verify the child’s identity, and to accommodate the participant’s work and/or WtW activity schedule.

The R&R/APP staff must inquire whether or not the participant still needs child care for the child. If the participant states that he/she no longer needs child care or the participant has not provided the required documentation, child care for that child shall be denied, per existing procedures.

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.146 GEARS

GEARS permits the GAIN CCC to add to the database a child not known to GEARS or LEADER who is born into or added to the household of former CalWORKs participants within 24 months of their termination from cash aid. GEARS allows the GAIN CCC to “Add”, “Update” and “Delete” the needed case identifying information on the GEARS “Maintain Child” (MCHD) screen on a newborn or other child added to the former participant’s household. The CCC can only change MCHD screen if child care has not been authorized for the child on GEARS screen “Maintain APP Stage 1 Child Care” (MAOC) or GEARS screen “Maintain Child Care Stage 2” (MSTC).

GEARS assigns CIDs 50-58 in sequential order when a child is added on the MCHD screen.

.147 Listing of Children Added to GEARS with CIDs 50-58

GEARS will generate a monthly listing of children added to GEARS with CIDs 50-58. Contract Management Division will use the listing for contract monitoring purposes and Child Care Program staff will use the listing to evaluate the ongoing need for this process.

.2 Availability of Child Care

.21 Child care is considered reasonably available when:

.211 It is selected by the participant whether it is licensed or license-exempt;

.212 It does not require the child to change schools;

.213 For Cal-Learn nested cases, the senior parent and the Cal-Learn teen mutually agree that the senior parent who is able and available will provide care for the teen’s child(ren) without reimbursement. If either one indicates that the senior parent **should not** provide care, another eligible Stage 1 Child Care provider may be approved.

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.22 Outreach to Deregistered GAIN Participants Who Are Employed with No Child Care Authorization on GEARS

GAIN Child Care Coordinators (CCCs) will outreach to former CalWORKs participants who are employed and not using subsidized Stage 1 or Stage 2 child care services to assist them in accessing child care.

An automated outreach letter (GN 6343), will be mailed to employed participants reflected on GEARS screen Participant Employment Selection (IEPL) who are identified as having no child care authorizations on GEARS Maintain Alternate Payment Provider Stage 1 Child Care (MAOC) or Maintain Child Care Stage 2 (MSTC). The letter asks the participant to call the GAIN Region's CCC if he/she is in need of child care services.

.221 List of Employed Participants without Current or Future Child Care And At least One Child Under Age 13

The report GRBRRAP2, "List Of Employed Participants, Without Current Or Future Child Care And At Least One Child Under Age 13," is generated monthly by GEARS.

Each GAIN Region's designated staff person will pick up the report from the local printer in the Region and forward the documents on the same day to the GAIN CCC for follow-up to be done within 10 workdays.

The report lists current participants assigned to a GAIN Services Worker/Contracted Case Manager (GSW/CCM) and those who are former/deregistered participants assigned to an "X" file. The CCC must contact the participants assigned to the "X" file if the participant does not first call the CCC within 10 workdays. See [Decision Chart 1215.10](#).

The CCC does not contact current participants, since GSWs/CCMs are outreaching to current participants through the Monthly GAIN Activity Report (refer to GAIN Program Policy [Section 312.2.21](#)).

Although cases shown on the listings may continue to meet the same criteria for needing child care from month-to-month, GEARS has been programmed to identify these cases, list the cases on the GRRRRAP2 monthly report, and mail the automated letter quarterly (every 89 days from the last date the GN 6343 was mailed). This will minimize the number of

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repeated calls to the same participants who already have declared no child care need.

.222 Deregistered Participants Contacting the CCC

If the participant contacts the CCC after receipt of the automated letter and states that he/she is in need of child care, the CCC is responsible for referring the participant to the local Resource and Referral/Alternative Payment Program (R&R/APP) agency for the service area in which the participant lives, per existing procedures. This is done by updating GEARS screen Maintain Child Care Request (MCCR) and/or completing a manual ST1-01, CalWORKs Stage 1 Child Care Request, when GEARS is either not available or the participant's case information is not available on GEARS.

.223 Deregistered Participants Contacted by the CCC

- a. When the participant does not contact the GAIN CCC in response to the automated letter within 10 workdays from the CCC's receipt of the report, the CCC must contact the participant. The CCC shall telephone each former GAIN participant listed in the report whose cash aid was terminated within the last 24 months to inform him/her of the availability of child care services.
- b. If the participant states that a child care need does exist, the CCC must input the child care request to the GEARS MCCR screen and/or complete a manual ST1-01, when GEARS is either not available or the participant's case information is not available on GEARS.
- c. If the participant indicates that he/she does not need child care, no further action is required.
- d. CCCs must document the listings to record their outreach efforts and file the listings, per existing procedures.
- e. CCCs must complete the Child Care Outreach to Deregistered GAIN Participants Who Are Employed with No Child Care Authorization Report ([Exhibit VII](#)) and fax it to the Child Care Program Section by the 5th calendar day of the month following the report month.

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.3 Non-Availability of Child Care

R&R/APP agency staff shall identify CalWORKs participants for whom child care is not reasonably available and the reason(s) for the non-availability of child care.

Within two (2) business days of the date that such determination is made, the R&R/APP agency staff shall refer the case back to the GSW via the ST1-03, CalWORKs Stage 1 Child Care Notification to County Re: Non-Availability/Non-Cooperation of Participant, document the referral in the paper case file and update GEARS.

.31 Non-availability of child care includes, but is not limited to:

.311 Lack of sufficient child care options to exercise parental choice.

.312 Geographic access limiting parental choice.

.313 Non-appropriateness of available child care for child's needs, including special needs.

.4 Eligible Child Care Providers

CalWORKs participants, who are employed or participate in a County-approved WtW activity or in the Cal-Learn Program, rely on child care providers to care for their children. CalWORKs Stage 1 Child Care is available to eligible participants to enable them to participate in these activities.

Finding child care providers in many communities may be difficult for CalWORKs participants. In addition to maintaining child care cases and processing payments, R&R/APP agencies assist participants in locating and arranging acceptable child care.

CalWORKs participants and former participants should make stable child care arrangements and continue to receive subsidized child care services after they no longer receive aid, as long as they require those services and meet the specific eligibility requirements.

.41 Parental Choice

The type of care for each family may vary. Participants have the ultimate choice in selecting a child care provider that best suits their child care needs. The participant can choose between licensed and license-exempt child care.

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The PA 129, Child Care - General Information, explains parental choice and provides parents with general information about licensed and license-exempt child care, quality child care guidelines, a list of R&R agencies and explains participant's rights and responsibilities.

.42 Child Care Provider Requirements

Eligible child care providers must meet the following requirements:

- .421 Have a child care license or be exempt from child care licensing requirements,
- .422 May not be a member of the family's Assistance Unit (AU),
- .423 Meet or be exempt from health and safety requirements, and,
- .424 Be Trustline registered, or be exempt from Trustline Registry before payments for subsidized child care will be made.

.43 Licensed Child Care Providers

Licensed child care providers are child care centers, or large or small family child care homes that are licensed by the California Department of Social Services (CDSS) Community Care Licensing Division (CCLD).

Child care centers are licensed facilities, other than family child care homes, where child care is provided to children in a group setting.

Family child care is care provided by a licensed provider in the provider's own home. Large family child care homes may be licensed for a capacity of either 12 or 14 children. Small family child care homes may be licensed for a capacity of up to 8 children.

.44 License-Exempt Child Care Providers

License-exempt child care includes care provided by a relative, friend or neighbor in the provider's home or in the child's home for the children of one family, in addition to the provider's own children.

License-exempt providers who are not the aunt, uncle, or grandparent, by blood, marriage or court decree of the child for whom child care is provided, must be Trustline-registered with the California Department of Social Services.

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License-exempt child care providers who are not exempt from Trustline Registry are required to be registered with Trustline before receiving any subsidized child care payments.

Child care centers, operated on or off school grounds by school employees and provided before and/or after school child care, are also license-exempt.

.45 Trustline Requirements

Trustline is a computer-based registry of child care providers who have had a criminal background record check to ensure that they have no disqualifying criminal convictions or substantiated reports of child abuse. The Trustline Registry lists criminal record clearances for child care providers who are exempt from licensing requirements and who care for eligible children, including providers who care for CalWORKs children.

All families requesting license-exempt child care who are subject to Trustline requirements shall be provided a Trustline Registry package, including a Trustline Registry application and Live Scan form. The provider must take his/her Trustline Registry application and Live Scan form to a Live Scan site for processing. Although the Trustline packet is sent to the participant, the forms are to be completed by the provider and submitted to the Resource and Referral agency for processing within seven calendar days.

A provider who is required to be Trustline-registered may receive retroactive payments for up to 120 calendar days from the date of Trustline registry.

.46 Health and Safety Requirements

To help ensure the health, safety and welfare of a child(ren) within a child care arrangement, specified license-exempt child care providers must meet the following Health and Safety requirements:

- .461 Completion of the Health and Safety Self-Certification, CCP 4, which certifies that the home where child care is provided meets basic health and safety standards, including the prevention and control of infectious diseases, and,
- .462 Complete the Health and Safety Facility Checklist, CCP 6, and return it to the R&R/APP agency within seven calendar days. The CCP6 provides parents with a list of suggested questions to ask their child care provider to help ensure that the building and physical premises where child care is provided is a safe and healthy place for their child(ren).

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Note: Trustline and Health and Safety documents are provided to the participant and child care provider by the R&R/APP agencies.

.5 Child Care Providers with Revoked or Suspended Licenses or Placed on Probation

The California Department of Social Services (CDSS) will notify R&Rs/APPs, within two business days of a license revocation, placement on probation or issuance of a Temporary Suspension Order (TSO) to a licensed child care provider within the R&R's/APP's jurisdiction.

.51 Required Actions When a Child Care License is Revoked or Suspended or the Provider is on Probation

Within two business days of receiving notice from CDSS, R&R/APP agencies shall:

- .511 Remove from their referral list any licensed child care provider with a revocation or TSO, or who is on probation;
- .512 Terminate payment to the child care provider with a license that has been revoked or placed on a TSO; and,
- .513 Notify the parents and the child care provider in writing of the termination and reason for the termination.

Additionally, the R&R/APP agencies shall notify the participant's GSW/CCM of the provider's license revocation or suspension and that the participant may experience some interruption in child care services which could affect his/her compliance with WtW activities.

.52 Continuation of Payments to Licensed Providers Placed on Probation

Child care providers placed on probation may continue to receive payment. The R&Rs/APPs shall notify the parents in writing, within two business days of receiving CDSS notice, that their child care provider's license has been placed on probation. Parents have the option to find alternative child care arrangements or may remain with the same provider without risk of termination of subsidy payments to the provider.

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.53 Assisting Families to Obtain New Child Care Providers

The R&R/APP agencies shall make every effort to assist families in obtaining a new child care provider, when appropriate, to ensure continued participation in WtW activities and/or employment with minimal disruption. To assist participants in a seamless transition between providers, participants shall be informed of all alternative child care options, including license-exempt care with centers, relatives or other license-exempt care providers.

.6 Responsibilities of Child Care Coordinators and Back-Ups

Child Care Coordinators (CCCs) are CalWORKs District and GAIN/Contracted Regional Office staff who act as liaisons between the Department, participants and the R&R/APP agencies to troubleshoot child care-related issues/concerns that arise and need further research with CalWORKs eligibility and/or GAIN staff. There is a CCC and a back-up in each CalWORKs District and GAIN/Contracted Regional Office.

The CCC facilitates responses to requests from other departmental staff, the R&R/APP agencies, Cal-Learn contractors, the community, participants, child care providers, Board offices, etc., for child care information and DPSS case information or documents pertinent to establishing or maintaining child care eligibility. Whenever requests are received from departmental staff or the R&R/APP agencies for information needed to determine or maintain child care eligibility that may be available in DPSS case records, the CCC must gather the additional paperwork/documents needed from the eligibility/GAIN case files to assist the requestor, as appropriate.

All CCC duties specified in this section apply equally to CalWORKs District and GAIN/Contracted Regional Office CCCs, except for the following: 1) the child care referral process for the Home Interview Program applies only to the CalWORKs District CCCs; 2) procedures for adding a child to GEARS ([Section 1213.66](#)) applies only to GAIN CCCs; and 3) processing of GEARS-related reports/listings ([Section 1213.67](#)) applies only to the GAIN CCCs. Additionally, all policies and decision chart processes related to CCCs apply equally to their back-ups.

.61 Home Interview Program Referrals for Child Care Services

The CalWORKs District CCCs are responsible for follow-up on all PA 4037s, "HIP Child Care Coordinator Referral," received from the Home Interview Program (HIP) EW. CalWORKs District CCCs must contact the participant within five (5) calendar days of receiving the PA 4037 referral from the HIP EW to follow up on participants' child care needs.

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.62 Receiving Requests for Child Care

To ensure that all child care request information is captured on GEARS, CCCs are required to update the GEARS “Maintain Child Care Requests” (MCCR) screen upon receipt of a participant’s request for child care, whether in person, via telephone, U.S. mail, or the ST1-01, “CalWORKs Stage 1 Child Care Request,” form. In the event GEARS is temporarily unavailable, the ST1-01 must be manually completed by the CCC and the hard copy forwarded to the appropriate R&R/APP agency staff, via fax and mail.

.63 Assisting Participants with Completion of Child Care Forms

The CCC or back-up must be available to explain child care forms and assist participants and/or providers with completion of the necessary forms. The forms may include:

- (a) ST1-01, “CalWORKs Stage 1 Child Care Request”
- (b) ST1-05, “CalWORKs Stage 1 Participant – Provider Services Agreement”
- (c) PA 129, “Child Care – General Information”
- (d) PA 129-1, “Child Care Payment Requirements,” and
- (e) Any other child care forms needing completion by the participant or provider.

.64 Responding to Requests for Child Care Information

.641 Providing Child Care Information in the CalWORKs District/GAIN/Contracted Regional Offices

A key area of responsibility for both GAIN and CalWORKs District CCCs is to be available to answer questions and provide information on the CalWORKs Stage 1 Child Care Program whenever inquiries are received from other DPSS staff, community advocates, current or former CalWORKs participants, or participants whose child care is pending. CCCs must be able to provide information about the following:

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- (a) Participants' rights and responsibilities as they pertain to the child care program;
- (b) Overview of the three Stages of CalWORKs child care;
- (c) Parental choice and access to licensed and license-exempt providers;
- (d) Child care process including payment rules;
- (e) Linking the participant with collocated R&R/APP staff, if available, or the appropriate R&R agency for assistance in locating licensed child care providers, if requested.
- (f) Directing participants to the appropriate R&R/APP agency; and
- (g) Current Stage 1 child care policies and procedures, as necessary.

.642 Child Care Inquiries/Complaints

CCCs will receive and must resolve inquiries or complaint calls from approved and former participants, child care providers, community advocates, Cal-Learn contractors, Child Care Hotline, GAIN/eligibility, Child Care Program and R&R/APP staff about child care-related issues/concerns.

The initial response by the CCC to an inquiry or complaint must occur on the same day it is received. All issues/concerns must be followed through to their resolution in a timely manner, within established timeframes and consistent with established policies.

.643 Child Care Fraud

The CCC must follow the established policy in ([Section 1214.62](#)) when fraud is suspected in the CalWORKs Stage 1 Child Care Program.

The GAIN and CalWORKs CCCs must be available to assist WFP&I staff with gathering child care information/documents needed for determining whether or not a participant and/or provider has committed child care fraud, and in situations where the child care case is being referred to the District Attorney (DA).

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.644 Appeals and State Hearing Compliance

The GAIN and CalWORKs CCC must be available, as appropriate, to assist Appeals Hearing Specialists in the DPSS Appeals and State Hearings Section, Child Care Program staff and R&R/APP staff to obtain any child care information/documents needed from the participant and in the eligibility/GAIN case files for child care hearings and/or compliance with State Hearing Conditional Withdrawals or Hearing Decisions.

.65 Assisting R&R/APP Agency Staff in Establishing Child Care Eligibility

It is critical that the CCCs are available to assist the R&R/APP staff when a request is received from the R&R/APP staff for case information/documents. This will enable R&R/APP staff to approve child care requests timely and maintain ongoing cases without unnecessary delays in services. CCCs must assist the R&R/APP agencies in the following instances:

- .651 Follow the policy ([Section 1214.8](#)), and Decision Chart ([Section 1215.6](#)) when a request is received from the R&R/APP agency for eligibility or GAIN case information/documents, including LEADER printouts.
- .652 Be available to assist the R&R/APP staff in helping participants to register in GAIN when the participant has requested Stage 1 child care services due to employment, school or training, and the participant is not currently GAIN-registered.
- .653 Be available to assist R&R/APP staff in communicating with the GAIN Services Worker (GSW) to add a participant's Welfare-to-Work component or the actual start date of the GAIN component to GEARS when the information is not on GEARS and the agencies are unable to contact the GSW or GAIN Services Supervisor (GSS).
- .654 Be available to assist the R&R/APP staff in communicating with the EW to clarify a participant's CalWORKs eligibility, as appropriate and when needed.
- .655 Be available to assist the R&R/APP staff in determining Stage 1 child care eligibility for families no longer receiving cash aid.

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.66 Receiving Requests to Add a Child to GEARS

R&R/APP agencies may request a child to be added to GEARS. Only the GAIN CCCs may receive requests from the R&R/APP agencies to add a child to GEARS. The GAIN CCC must follow and facilitate expeditious processing of the “Children Not Known to GEARS or LEADER” policy ([Section 1213.14](#)) and process provided in the CCC Decision Chart ([Section 1215.2](#)) when a request is received from the R&R/APP agency to add a child to GEARS for a former CalWORKs participant.

.67 GEARS-Related Reports and Listings

GAIN CCCs are responsible for receiving and processing various child care-related GEARS reports/listings to outreach to those participants in approved WtW activities and employment who have children under the age of 13, but who are not receiving Stage 1 child care. Additionally, GAIN CCCs process a weekly listing of participants with no employment or WtW component on GEARS, who are receiving Stage 1 child care services. GAIN CCCs also may be responsible for processing GEARS listings generated in the future by Child Care Program staff that are related to child care services.

.68 Child Care Coordinators’ Meetings

CCCs and their back-ups must attend the quarterly Child Care Coordinators’ meetings conducted by the Child Care Program Section. These meetings act as a forum to reinforce existing child care policies and procedures, and to discuss new regulations and any changes to current child care regulations. The CCCs must share information received at the meetings with their Deputy District Director/Deputy Regional Director to update them if they were not at the meetings.

1214 POLICY FOR RESOURCE & REFERRAL/ALTERNATIVE PAYMENT PROGRAM (R&R/APP) AGENCIES

Currently, DPSS contracts with 13 local R&R/APP agencies. These contracts require the agencies to provide child care services throughout the County. The services include authorizing child care, sending notices, providing referrals for participants, authorizing and issuing payments and notices to licensed and license-exempt providers and conducting outreach to participants who are eligible for child care services.

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The services under the contract also include co-location of staff from the 13 local R&R/APP agencies in each GAIN Regional Office to assist participants in expediting their request for Stage 1 Child Care services.

The R&R/APP agencies also contract with the California Department of Education (CDE) for the provision of Stage 2 and Stage 3 Child Care services. The CDE posts updates to policy and rates on its contractor website at: <http://www.cde.ca.gov/sp/cd/ci/>. The R&R/APP agencies are required to frequently review the CDE website. Information pertaining to Stage 1 child care services may also be found on the CDE website.

.1 Services Provided

- .11 The R&R/APP agencies provide the following services to current and former CalWORKs participants:
 - .111 Co-locate staff in each GAIN Regional Office.
 - .112 Provide multilingual staff in co-located and main offices.
 - .113 Provide swift communication, such as weekly visits to all CalWORKs District Offices, to assist participants with child care questions and needs.
 - .114 Provide at least four referrals for licensed care to each participant who does not have their own provider, verifying first that there is a vacancy. This is called an enhanced referral.
 - .115 Provide applicants/participants with information on all child care options in individual, group CalWORKs intake or GAIN orientation sessions.
 - .116 Verify on GEARS system that the participant and child are eligible.
 - .117 Enter authorization and payment information on GEARS.
 - .118 Issue all notices to participants and providers.
 - .119 Issue reimbursements and payments to providers.
 - .120 Assist participants in transferring child care from one agency to another, if care is being provided in another service area.
 - .121 Train agency staff on cultural awareness and sensitivity.

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- .122 Maintain a monthly Complaint Log of all complaints against provider and/or agency.
- .123 Provide Monthly Management Reports on all necessary data and information relating to referrals, authorizations, over-issuances, under-issuances, audit reviews and complaints.

.2 Regional Market Rate (RMR)

The RMR and regulations issued by CDE must be used for CalWORKs Stage 1 Child Care. The ceilings reflect child care costs up to the 85th percentile of the market rates charged by providers who offer the same type of child care for the same age child in the region.

The current RMR standard rate ceilings ([Exhibit I](http://www.cde.ca.gov/fq/aa/cd/ap/index.aspx)) for Child Care Centers, Family Day Care Centers and License-Exempt/In-Home providers are reflected in the ceiling chart, posted on the CDE website at <http://www.cde.ca.gov/fq/aa/cd/ap/index.aspx>.

Reimbursable payments are determined by reviewing the number of hours the participant is working and/or participating in a County-approved WtW activity, plus reasonable commute time. Since parents are allowed commute time (both ways) between their respective activities, the hours of care will differ from the hours the parent is actually on the job and/or participating in approved WtW activities. **Child care cannot be approved for parents to commute between the child care provider and their home.**

After school on-site child care programs operated by school employees are license-exempt and reimbursed for child care at actual cost up to the maximum RMR licensed child care center ceiling, instead of the RMR license-exempt provider ceiling.

Before a provider is selected, the R&R/APP is responsible for informing the participant that the participant is responsible for any amount above the RMR, if the provider selected whose rates exceed the RMR.

The applicable child care provider for facility type shall be determined as follow:

.21 Child Care Center (Licensed or License-Exempt)

Child care center rate ceilings shall be used for providers who:

- .211 Operate licensed centers
- .212 Are public or private schools operating extended day programs

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- .213 Operate centers on tribal or federal lands
- .214 Operate recreation programs exempt from licensure pursuant to the Health and Safety code and meet the requirements for participation in the Alternative Payment Program that include:
 - (a) Using sign-in/sign-out documents to record attendance,
 - (b) Providing adult supervision for all children during all hours of operation, and,
 - (c) Ensuring that all employees who have contact with children have completed criminal history background examinations.

If these center-based requirements are not met, exempt centers will be capped at the RMR ceiling for license-exempt providers. The same rules apply to both public and private recreation programs exempt from licensure.

.22 Family Child Care Home

Family child care home reimbursement rate ceilings shall be used for providers who operate licensed family child care homes or a child care business in a home setting on tribal or federal land.

.23 License-Exempt In-Home or Out-of-Home Provider

The license-exempt RMR ceiling is used for child care providers who provide care either in or outside the child's home. If no ceiling is provided for the applicable reimbursement rate category, the R&R/APP agency shall determine a ceiling by multiplying the RMR hourly ceiling by the hours of need for child care.

.24 Children Enrolled in Kindergarten Who are Under Six Years of Age

The applicable age category to determine the appropriate RMR ceiling for children, enrolled in kindergarten who are under age six, but who require subsidized child care outside of their regular school hours, is as follows:

- .241 Child Care Centers shall utilize:
 - (a) The 6+ age category when the child is considered school-age for licensing purposes.
 - (b) The 2-5 age category when the child is considered preschool age for licensing purposes.

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.242 Family Child Care Home and In-Home/Exempt providers shall utilize:

- (a) The 6+ age category when the child is six years of age or older.
- (b) The 2-5 age category when the child is under six years of age.

.25 Reimbursement Rate Categories - Hours of Care

.251 **Hourly Care** shall only be used for the following:

- (a) Child care is needed for less than 30 hours per week and less than 6 hours on any given day within the week.
- (b) An unscheduled but documented need (such as the parent's need to work overtime) of less than six hours per occurrence that exceeds the child's need for child care.
- (c) The portion of needed child care that exceeds 52.5 hours per week and is not included in the provider's stated full-time weekly or monthly rate. This is only applicable if the family uses no more than one provider to meet the entire need for child care. Additional payment made at the hourly rate for this purpose cannot exceed the provider's full-time weekly or full-time monthly rate.

Example (1): A family requests child care for 60 hours per week. The provider's regular operating hours are from 6:00 a.m. to 6:00 p.m., Monday through Friday and the provider's stated full-time standard rate covers a family for up to **54** hours of care per week. This provider would **be paid** at the standard rate for 54 hours because the provider's standard full-time rate already covers the time period between 52.5 and 54 hours. The difference of **6 hours** between the provider's stated standard rate (54 hours) and the 60 hours of the family's total need **would be reimbursed at the "full-time plus" rate** because the needs of the family exceed the 52.5-hour rule. The "plus" refers to the amount of time that exceeds 52.5 hours, or as in this example, exceeds the provider's stated standard rate.

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Example (2): The same family needs child care 55 hours per week. However, the provider operates from 6:00 a.m. to 6:00 p.m., Monday through Friday, for 60 hours a week and their full-time rate covers the full period of time of operation. This provider would **not be paid** an additional hourly rate beyond 52.5 hours because the provider's stated full-time rate already covers the total child care hours needed.

- (d) Child care is provided by a license-exempt in-home or out-of-home provider who does not supply the R&R/APP agency with an hourly rate. If necessary, the R&R/APP agency will derive an hourly rate by dividing the provider's rate by the corresponding RMR ceiling to yield a percentage and multiplying this percentage by the hourly ceiling.

.252 **Daily Care** shall only be used for the following:

- (a) Child care needed for six hours or more per day.
- (b) An unscheduled but documented need (such as the participant's need to work on a regularly scheduled day off) of six hours or more per occurrence that exceeds the need for child care.

.253 **Part-Time Weekly Care** shall only be used when child care is needed for fewer than 30 hours per week.

.254 **Full-Time Weekly Care** shall only be used when child care is needed for 30 hours or more per week.

.255 **Part-Time Monthly Care** shall only be used when:

- (a) Child care is needed less than 30 hours per week and that need occurs in every week of the month; or
- (b) The need for child care averages less than 30 hours per week when calculated by dividing the total number of hours of child care needed in the month by 4.33, and the need occurs in every week of the month.

.256 **Full-Time Monthly Care** shall only be used when:

- (a) Child care is needed for 30 hours or more per week and that need occurs in every week of the month; or

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- (b) The need for child care averages 30 hours or more per week when calculated by dividing the total number of hours of need in the month by 4.33, and that need occurs in every week of the month.

.26 Rate Adjustment for Evenings and/or Weekends for Licensed Providers

When **licensed** child care services are provided from 6:00 p.m. to 6:00 a.m., on any day of the week or from 6:00 a.m., Saturday to 6:00 a.m. Monday, the R&R/APP agency shall multiply the RMR ceiling for the applicable rate category (except the hourly rate) by the appropriate adjustment factor. **The adjustment factors for evening/weekend care do not apply to license-exempt in-home or out-of-home providers.**

The appropriate ceiling adjustment factors are:

- .261 1.25 when 50 percent or more of the need for child care occurs during this period ([see Exhibit II](#)); or
- .262 1.125 when at least 10 percent, but less than 50 percent of the need for child care occurs during this period. ([See Exhibit III](#))

Reimbursement to the provider shall be the lesser of the amount the provider charges unsubsidized, private-pay families for the same hours of child care, or the maximum subsidy amount as determined in .261 and .262, above.

Both the evening/weekend and exceptional needs/severely disabled children's adjustments may be applied concurrently for the care of the same child(ren), as appropriate. ([See Section 1214.274](#))

.27 Rate Adjustments for Exceptional Needs or Severely Disabled Children – Licensed and License-Exempt Providers

.271 Ongoing Financial Impact

The *Americans with Disabilities Act (ADA)* makes it unlawful for child care providers to set higher rates for exceptional needs or severely disabled children. These adjustment rates may only be applied when it is documented that additional services and/or accommodations for that particular child(ren) are being provided with an **ongoing** financial impact to the child care provider. Additionally, an exceptional needs child must be identified as such with an Individualized Education Plan (IEP) or Individualized Family Service Plan (IFSP). A physician's note is **not** an acceptable documentation to permit rate adjustments that result in a higher ceiling.

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.272 Exceptional Needs Children

Exceptional Needs Children are defined as children who may be developmentally disabled, hard of hearing, deaf, speech impaired, visually handicapped, seriously emotionally disturbed, orthopedically impaired, other health impaired, deaf-blind, multi-disabled or children with specific learning disabilities who have either an active IEP or IFSP and are receiving special education/early intervention services.

.273 Severely Disabled Children

Severely Disabled Children are defined as children with either an active IEP or IFSP and require instruction and training in programs serving pupils with profound disabilities, such as autism, blindness, deafness, severe orthopedic impairments, serious emotional disturbances or severe developmental disabilities.

.274 Rate Adjustment Factors

When child care services are provided to exceptional needs or severely disabled children, and a provider demonstrates an ongoing **financial burden** as a result of caring for these children, an adjustment factor may be applied to the provider's rate or standard ceiling, whichever is lower.

These adjustment factors may be applied to both licensed and license-exempt provider rates. R&R/APP agencies may concurrently apply both the evening/weekend and exceptional needs/severely disabled children's adjustments for the care of the same child(ren), as appropriate.

A special needs or exceptional needs adjustment may be applied when applicable by multiplying the provider's rate by one of the following:

- (a) 1.2 Adjustment Factor - when the child has exceptional needs, the provider's rate may be multiplied by 1.2 to determine the new adjusted ceiling. ([See Exhibit IV](#))
- (b) 1.5 Adjustment Factor - when the child is severely disabled, the provider's rate may be multiplied by 1.5 to determine the new adjusted ceiling. ([See Exhibit V](#))

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.3 Child Care Payments

Child care payments are made by the R&R/APP agencies using their own computer systems. The child care payment data is updated to GEARS.

.31 Determination of Provider Rates

Child care services for Stage 1 families shall be reimbursed at rates that are within the RMR ceilings. The maximum payment for child care shall be up to the 85th percentile of market rates charged by providers who offer the same type of child in the region where care is provided.

.311 Licensed Child Care Providers

Licensed providers are to be reimbursed for child care services provided to subsidized families at the same rate as non-subsidized families for the same services. If the provider serves only subsidized families, reimbursement will be made based on the rate the provider establishes for prospective non-subsidized families. However, in no case shall the reimbursement exceed the appropriate RMR ceiling.

Licensed providers must provide the R&R/APP agency with a copy of their rate sheets listing the amount charged for subsidized children, including discounts and scholarship policies, if any, and a statement signed by the provider confirming that the rates charged for each subsidized child are equal to or less than the rates charged for each non-subsidized child.

Licensed providers may update the rates for subsidized child care services once a year and are required to provide updated rate information to the R&R/APP agency.

.312 Elimination of 75/25 Rule

The 75/25 rule has been eliminated. Therefore, licensed providers are no longer required to have at least 25 percent non-subsidized children in care in order to receive reimbursement for subsidized children.

.313 License-Exempt Child Care Providers

License-exempt child care providers include child care centers that are exempt from licensure and providers who provide child care either in or outside the child's home.

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- (a) **Child care centers** that operate recreation programs exempt from licensure are to be reimbursed for services provided to subsidized children at the same rate as non-subsidized families for the same services. However, the reimbursement shall not exceed the RMR ceiling for child care centers.
- (b) **License-exempt** in-home and out-of-home providers are to be reimbursed at a rate not to exceed the maximum payment level for license-exempt providers shown in the RMR ceiling and do **not** qualify for evening/weekend adjustments.

.32 Trustline Registration Requirements

When a CalWORKs participant requests child care and selects a license-exempt provider, the R&R/APP agency shall provide or send the Trustline packet with the ST1-05, CalWORKs Stage 1 Child Care Participant - Provider Agreement, to the participant and follow the process provided in the Trustline Processing for License-Exempt Child Care Providers Decision Chart ([Section 1215.12](#)).

The R&R/APP staff must also inform the participant, per existing procedures to have the license-exempt provider complete and return the Trustline packet within 7 calendar days for processing.

.33 Limitations on Reimbursement

Providers shall only be reimbursed using a single rate category, unless they are being reimbursed using both a daily rate and an hourly rate, when:

- .321 No single rate established by the provider corresponds to the family's child care needs;
- .322 The provider has established a rate in both daily and hourly rate categories; and
- .323 Using both rates consistent with the rates that the provider charges for unsubsidized families needing similar hours of care.

Exception: Child care providers may be reimbursed at a rate that exceeds the RMR ceilings, when there are no more than two child care providers in the region offering services which meet the needs of the subsidized family, and the provider has established a rate that exceeds the ceilings. However, this is not likely to occur in Los Angeles County.

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.34 Co-Payments and Other Fees

.341 Co-Payments

If a family chooses a child care provider who charges a higher rate than the allowable maximum subsidy amount, the family shall be responsible to pay the difference between the rate charged by the provider and the reimbursable, subsidized RMR ceiling. **The difference is a co-payment made by the parent/participant and paid directly to the provider.**

Example: A child care center charges \$650 for part-time services, on a monthly basis, for a three-year-old child. The RMR ceiling is \$611.93. The participant would be responsible for a **co-payment** of \$38.07 for the remaining amount in excess of the RMR ceiling and must pay this amount directly to the child care center.

.342 Assessment of Family Fees

A family fee in the CalWORKs Stage 1 Child Care Program is defined as the amount a participant/parent is required to pay toward his/her child care costs based on the family's adjusted income and household size using the fee schedule established by the State. There is a distinction between a family fee and a co-payment. A co-payment is the amount a participant/parent is responsible for paying if he/she chooses a child care provider who charges more than the Regional Market Rate (RMR) ceiling (maximum allowable subsidized payment).

(a) Determining Which Families Must Pay a Family Fee

The California Department of Finance annually determines the State Median Income (SMI) amount. The SMI is used to determine the amount a family is required to pay as their family fee. Families with gross income of 40 percent through 75 percent of the SMI who are receiving CalWORKs Stage 1 Child Care must have a family fee assessed based on family size, adjusted family income, and hours of child care.

Former CalWORKs families who continue receiving Stage 1 Child Care must also have their family size and income calculated to determine income eligibility and to calculate the family fee according to the 2006 Family Fee Schedule ([See Exhibit VI](#)).

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Families who have income in excess of 75 percent of the SMI are ineligible to the CalWORKs Child Care Program.

(b) Income Considered in Determining Family Fees

The family fee is determined by using the countable income of all adults and children related by blood, marriage, or adoption who live in the home. This includes: step-parents, regardless of whether they are included in the assistance unit; and countable child income, such as foster care payments, inheritance, and death benefits.

Income of the following individuals shall **not** be counted for the purposes of calculating a family fee: beneficiaries of SSI/SSP; other adults who are neither the parents of the child nor the spouse of the parent, nor the children of those adults, if any; and income of working dependent children under age eighteen.

(c) Informing Families About Family Fee Policies and Collection Methods

R&R/APP agencies shall provide the participant with a copy and explanation of their policies regarding assessment of the family fee and the agency's collection method. Although the participant is responsible for paying the required family fee, Stage 1 Child Care cannot be terminated if the participant fails to pay. Additionally, delinquent/uncollected family fee balances accrued in Stage 1 may **not** be transferred to other California Department of Education-administered CalWORKs Child Care stages.

(d) Exemption From Family Fee

Families with incomes less than 40 percent of the SMI have no family fees assessed. In addition, families with at-risk children and families with children receiving child protective services may be exempt from a family fee.

At-risk children are defined as children identified to be at-risk of abuse, neglect, or exploitation based on a referral from a qualified professional in a legal, medical, or social services agency, or an emergency shelter. Those families with at-risk children may be exempt for up to

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three months only. However, if a child welfare agency certifies that the child is receiving child protective services, the exemption from family fees may continue for up to 12 months. The 12-month time limit may be extended if the county child welfare agency issues a subsequent certification.

.343 Reimbursable Fees

Providers may require payment of fees for registration, materials, and insurance that is also charged to other private, unsubsidized clients. These fees may be paid through the Stage 1 Child Care Program, as long as the fees (or prorated amount of the fee over a 12-month period), plus the child care reimbursement do not exceed the maximum subsidy amount. The participant is responsible for payment of any portion of the fees not reimbursable through Stage 1 payment because the fees plus the subsidized care together exceed the RMR ceiling.

In cases in which the regular child care payment is less than the RMR ceiling, the difference between the ceiling and the child care payment may be used to pay for registration, materials or insurance fees, if the entire fees cannot be paid to minimize the participant's out-of-pocket expenses.

The fees may be paid in a single payment or prorated over an extended period up to 12 months. If the prorated fees, when added to the regular child care payment amount, are within the RMR ceiling, the prorated portion of the fees may be paid. However, if the prorated amount when added to the regular child care payment amount exceeds the RMR ceiling, the registration fee, materials or insurance fees may not be paid. If the full amount of the fees would result in exceeding the RMR ceiling, then only payment for the amount of child care services plus the portion of the total fees that do not exceed the RMR ceiling may be issued to the provider.

Example (1): If a child care provider charges \$115 for child care, plus a registration fee of \$75, and the RMR ceiling is \$120, Stage 1 can reimburse the \$115, plus up to \$5 per month for a 12-month period (\$60). The participant is responsible for the remaining \$15 that cannot be subsidized because it is the amount that exceeds the RMR ceiling. The participant must pay the \$15 directly to the provider.

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Example (2): If a child care provider charges \$115 for child care plus a registration fee of \$75 and the RMR ceiling is \$130, the provider's requested rate of \$115 plus the entire registration fee of \$75 may be paid by prorating the registration fee over a five-month period.

.35 Child's Excused Absences

Reimbursable hours for a child's regular provider shall include time when the **child is ill** or at other such reasonable times, if the provider's child care agreement/contract states that the provider requires payment for such absences.

When a family has a child who is ill and needs the services of an alternate eligible provider, payment to an alternate eligible provider is limited to 10 days per child per fiscal year (FY). The FY is defined as July 1 of one calendar year through June 30 of the following calendar year. Additional reimbursement may be made in excess of the 10-day limit based on the illness of the child if the parent provides a physician's verification.

.36 Provider's Day(s) of Non-Operation

Reimbursable hours for a child's regular provider shall include time, if a family uses a provider whose child care agreement/contract with the family states that the provider requires paid **non-operation days**, and the provider has the same agreement with other unsubsidized families.

When a family has a provider who has a paid day of non-operation, the family may obtain an alternate eligible provider. Payment to an alternate eligible provider is limited to 10 days per FY for each child.

.37 School Hours

When a school-age child is attending scheduled instruction at a public educational program or is enrolled and attending a private school, reimbursement for Stage 1 Child Care cannot be made for the same period of time.

However, if school is **not available**, such as when a child is suspended or expelled, child care payments may be made for the same time that school is in session.

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.38 Multiple Providers

R&R/APP agencies shall reimburse only one provider of child care services per child when the hours of operation of the child care provider selected by the parent can accommodate the need for child care. More than one provider per child may be reimbursed when the hours of operation of the first provider cannot accommodate the need for child care.

When a family's first provider is not a licensed center and the parent chooses a licensed center for the specific purpose of providing the child with large group school readiness experiences, the services provided by the licensed center may also be reimbursed.

R&R/APP agencies that pay multiple providers shall not pay more than one provider for the same portion of a child's need for child care, except as otherwise specified in Section [1214.35](#) and [.36](#) above.

Example: A parent works 8:00 a.m. through 5:00 p.m. The parent believes that her toddler would benefit from the experience at a group setting for school readiness purposes and enrolls the child at a licensed child care center for the hours of 7:30 a.m. through 3:00 p.m. Additionally, the toddler receives care from his grandparent between the hours of 3:00 p.m. through 5:30 p.m. In this case, two providers may be reimbursed because:

- .381 The licensed center provides school readiness experiences for the child which would otherwise not be available with the license-exempt grandparent providing child care services; and,
- .382 The two child care providers are providing services at different times of the day.

.39 Overpayments

If an overpayment occurs, the R&R/APP agency must determine whether the overpayment was caused by the participant's failure to promptly notify the agency of a change, the provider's inaccuracy or lack of information, or administratively caused by the agency's or DPSS' errors.

Upon determination that an overpayment exists and was caused by participant error, the R&R/APP agency shall initiate a voluntary repayment process with the participant.

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.4 Subsidized Child Care for 11 and 12-Year Old Children

Section 8263.4 of the Education Code states that the preferred child care placement for 11 and 12-year old children is in before and after school programs. However, the 11 or 12-year old child may continue to receive subsidized child care services if the parent, for any reason, determines that the before or after school program does not meet the child care needs of the family. Before and after school programs are administered by the California Department of Education (CDE) and operated by grantees in various locations throughout the State.

CalWORKs participants with children at least age ten years and ten months up through 12 years old, who require child care services must be informed that before and after school programs are the preferred child care placement. The child care needs of the family are considered met when a parent certifies in writing that a before or after school program will meet his/her child care needs. Conversely, the child care needs of the family are considered unmet when a parent certifies in writing that a before or after school program does not meet his/her child care needs, regardless of the reason.

Children who are not yet 11 years of age and who are receiving or are eligible for CalWORKs child care may continue to receive subsidized child care, if a before or after school program does not meet the family's child care needs.

Children who are 11 or 12 years of age, who are eligible for and who are receiving subsidized child care services, and for whom a before or after school program is not available, may continue to receive subsidized child care services.

The PA 129, "Child Care – General Information" form, is used to notify the parent that a before or after school program is the preferred placement for 11 and 12-year children. The PA 129 is provided at CalWORKs application, annual redetermination, WTW original or amended plan appointments and at any other point of contact. The ST1-05, "CalWORKs Stage 1 Participant – Provider Services Agreement" form, used solely by the R&R/APP agencies, is the form on which the parent certifies that a before or after school program will meet all, part, or none of their child care needs. The ST1-05 is given to the participant and provider to complete and return.

DPSS and R&R/APP agency staff must encourage applicants/participants to contact and visit the before and after school programs in their areas to determine whether the before and after school programs will provide the type of care that their children need. To meet the child care needs of the family, families may combine care provided in a before or after school

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program with subsidized Stage 1 child care in another setting, for those hours within a day when the before or after school program does not operate.

Although preferred placement does not apply to an 11 or 12-year old child with exceptional needs or an IEP, as provided in the Individuals with Disabilities Act, there is nothing prohibiting participants who have an 11 or 12-year old child with exceptional needs from transferring that child for all or part of the day to a before or after school program.

Applicants/participants may remain in the Stage 1 child care program if after evaluating or utilizing the before or after school programs, they determine that the programs do not meet their child care needs.

DPSS/R&R/APP staff must inform CalWORKs applicants/participants that they will receive first priority to transfer back to Stage 1 child care if after utilizing a before or after school program, they have determined that their child care needs are not being met.

.5 Child Care Services for Victims of Domestic Violence (DV)

As part of the CalWORKs Program, WtW participants may receive treatment and supportive services which includes child care to help overcome barriers to employment due to DV.

.51 R&R/APP Designation of Domestic Violence Liaisons

To facilitate a DV victim's access to child care, each R&R/APP agency shall designate a DV Case Manager/Liaison to manage CalWORKs Stage 1 Child Care cases that have an open DV component.

The R&R/APP agencies shall ensure that all DV cases are handled in one child care case management file and that a back-up case manager is available when the primary DV liaison is unavailable.

.52 Maintaining Child Care Cases with a DV Component

Child care cases with DV components shall be maintained in the CalWORKs Stage 1 Child Care Program for as long as there is an open DV component and the DV victim is eligible for CalWORKs child care. This policy is applicable to both current and former CalWORKs participants who are no longer eligible for cash aid but remain eligible for child care services for 24 months after cash aid termination.

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.53 Child Care Authorization

Child Care may be authorized for DV victims to attend DV activities, such as case management and /or legal services (for themselves or for any of their children), employment, concurrent GAIN activities and appointments for legal matters related to DV issues, such as court appointments.

.531 To ensure confidentiality of the strictest means intended to safeguard the DV participant, R&R/APP DV Case Managers shall accept the DV or legal service provider's written statement confirming:

- (a) the total number of hours needed per month (or week);
and
- (b) the time period of day or evening (6:00 a.m. – 6:00 p.m. or 6:00 p.m. – 6:00 a.m.) and/or weekend hours to determine the appropriate child care rates. **(See example below in Section .532)**

.532 For monthly variable schedules that cannot be predetermined, the total number of child care hours used during the month must be verified via the DV services provider's written statement **after** the end of the month in which the child care services were used.

Example: The participant attended counseling every Tuesday from 3:00 p.m. to 5:00 p.m.; her children attended counseling Saturdays from 12:00 p.m. to 3:00 p.m. and the participant needs to leave her infant with a child care provider. The participant attended group on Mondays and Wednesdays from 7:00 p.m. to 9:00 p.m. The participant also saw her lawyer 6 hours (during the day).

The DV services provider will provide the R&R/APP agency with verbal and written confirmation that the participant used 14 hours of daytime care; 12 hours of weekend infant care; and 16 hours of evening care, which equals **42** hours for the month.

.533 **After** attending court appointments or other appointments related to DV activities, concurrent GAIN activity or employment, the R&R/APP Case Manager/Liaison may accept the participant's sworn statement to support the need for additional child care hours. The self-declaration should

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conform to the requirements of Section .531 above and must not include a schedule or other compromising information.

If the participant provides documents that include detailed information that might put the participant at risk (e.g., addresses, agency names, locations, appointment schedule, etc.), the DV Case Manager must black out information and annotate the files according to the data elements required in Section .531.

- .534 At no time must the R&R/APP DV Case Manager request a detailed itemization of the participant's DV activity schedule, start or end times or any other information that might potentially reveal the participant's location and/or schedule.
- .535 When written verification cannot be obtained timely for reasons beyond the participant's control, a verbal statement from the DV service provider that confirms the total number of child care hours needed; or for variable schedules, the total number of child care hours the participant used during the previous month shall be accepted pending the receipt of the written verification.
- .536 Written communication between the R&R/APP staff and the DV services provider shall follow the following protocol:
 - (a) Mail documents in an overnight envelope marked "Confidential." Documents must not be faxed for DV cases as this creates an increased risk of danger.
 - (b) Store all files/documents in a locked file cabinet and never leave them out on a desk. If computer systems are used, ensure the information is secure. Information regarding DV participants must be kept out of the reach of anyone except the DV Case Manager/Liaison.
 - (c) Use only the first initial of the first name, year of birth and DPSS case number in all documents forwarded between the R&R/APP agency and the DV services agency.
- .537 The R&R/APP DV Case Managers shall apply the appropriate RMR ceiling based on the DV provider's statement.

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.54 Domestic Violence Liaison Listing

The R&R/APP DV Liaison Listing, which provides contact information for the DV Liaisons, is used by DV service providers to make general inquiries regarding child care for DV victims they serve.

.6 Participation Problems and Child Care Fraud

.61 Participation Problems

.611 Participant is Still Attending Assigned GAIN Activity

When an individual has GAIN participation problems, child care is allowed through the compliance process, if the participant continues to attend the GAIN assignment. This is to enable the participant to attend the required compliance appointments and to continue participation in the GAIN activity.

Example: The participant may be attending an activity but is in the compliance process for failure to provide a progress report or for unsatisfactory progress in the activity. Under these circumstances, the participant is eligible for child care until the compliance issue is resolved.

.612 Participant is Not Attending Assigned GAIN Activity

When the GSW receives documentation or written/verbal notification that the participant is no longer attending the assigned GAIN activity, the GSW must close the component and notify the R&R/APP by updating the Maintain Child Care Information (MGCI) GEARS screen. However, if the GSW is notified from a source other than the provider or the participant, the GSW is responsible for validating the information by contacting the participant or the service provider.

.62 Child Care Fraud

Child care fraud may include, but is not limited to, a CalWORKs participant receiving or continuing to receive child care services to which he/she knows that he/she is not eligible or is no longer eligible to receive, and a child care provider who knowingly obtains or receives child care payments for services that the provider did not render. In other words, there is evidence of intent on the part of the participant or the provider to obtain services or payment for services

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to which neither is entitled.

A current listing of possible fraud indicators is reflected in [Exhibit VIII](#).

When eligibility is questionable for the participant's child care benefits, GAIN, contracted GAIN Staff, R&R/APP Case Managers and Eligibility Workers shall submit a referral for investigation of suspected fraud in the Stage 1 Child Care Program.

When there is any suspicion that a participant intentionally provided false or misleading statements/information in order to obtain Stage 1 Child Care benefits, a referral shall be immediately made to the DPSS Welfare Fraud Prevention & Investigations (WFP&I) Section.

There are two defined categories of Fraud Investigation conducted by Welfare Fraud Investigators (WFI): Early Fraud and Historical Fraud.

If circumstances are questionable at the point of intake, an Early Intervention referral should be initiated. GAIN, contracted GAIN staff and R&R/APP Case Managers may telephone WFP&I to initiate an Early Intervention referral. This process does not replace existing procedures for initiating a fraud referral but provides an opportunity for staff to quickly initiate an investigation while the required paperwork for the formal referral is completed.

.7 Inter-Agency & Inter-County Transfers

.71 Inter-Agency Transfer

R&R/APP agencies shall work together to transfer cases without a break in Stage 1 Child Care services when families move from one agency service area to another, or need to transfer their child care for other legitimate reasons. Each agency must immediately accept all Stage 1 transfers. The receiving agency must update GEARS with the new information within two (2) business days of the effective date of transfer. The ST1-02, Inter-Agency Transfer Letter, is used to document transfers between agencies.

.72 Inter-County Transfer

Both sending and receiving counties must ensure that eligible current and former CalWORKs participants are provided Stage 1 Child Care through a seamless system by standardizing child care program requirements and procedures.

ICT regulations provide guidelines for counties to follow regarding the county responsible for payment when a participant moves to a new county. This is to ensure that current and former CalWORKs

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participants receive Stage 1 Child Care services without delay and that there is no break in child care services.

An ST1-28, Inter-County Transfer Letter, shall be used by the R&R/APP staff in Los Angeles County (sending county) to transmit child care service information to the appropriate R&R/APP in the receiving county.

.721 Payment Timeframe – No Change in Child Care Provider

When a participant who receives cash aid is not changing providers, the sending county shall continue to pay for child care until the cash aid transfer period is complete or sooner with mutual agreement between the two counties.

When a participant is no longer receiving cash aid and is not changing providers, the sending county shall continue to pay for child care up to 30 days from the date the participant moves out of the county, at which time the receiving county assumes responsibility for payment.

.722 Payment Timeframe – Change in Child Care Provider

When a current or former CalWORKs participant is changing providers, the sending county shall pay for child care through the last day the existing provider provides services. The receiving county shall then become responsible to pay for child care to the new provider regardless of the completion of a cash aid transfer period.

.8 Requests for DPSS Case Information/Documents

It is critical that eligibility/GAIN staff (including MAXIMUS and REP staff), Child Care Coordinators (CCCs) and Designated REP Coordinators (DRCs) be responsive to requests from R&R/APP staff for case information/documents to enable R&R/APP staff to approve child care requests and maintain ongoing cases without unnecessary delays in services.

.81 Protocol for Requests for DPSS Case Information/Documents

.811 Flow of Information

R&R/APP staff may request DPSS case information/documents via telephone call or ST1-07,

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CalWORKs Stage 1 Child Care Change FAX - TIME SENSITIVE. Upon receipt of the R&R's/APP's request, eligibility/GAIN staff (including contracted staff) shall provide copies of requested documents within two business days. Such documents include, but are not limited to:

- (a) Pay stubs
- (b) Employment verification, or school/training records
- (c) Birth certificates
- (d) Social Security cards
- (e) LEADER printouts
- (f) Photo Identification Card/Driver's License
- (g) Completed PA 129 or PA 129-1, Child Care Payments Requirement
- (h) ST1-01, CalWORKs Stage 1 Child Care Request and Payment Rules

.812 Process of Requesting DPSS Case Information/Documents

The R&R/APP agencies will initiate information/documentation requests directly to the CCCs/DRCs who will coordinate the request with the appropriate Eligibility Worker (EW), GAIN Services Worker (GSW), GAIN Contracted Case Manager (CCM) or REP Case Manager (RCM). The protocol to be followed when the R&R/APP agency needs information/documents that may be in the DPSS case record is provided in the Protocol Flowchart ([Section 1215.8](#)).

The established process allows the R&R/APP agencies to elevate requests for information/documents through two levels of DPSS administrative staff when the CCC/DRC does not respond timely. If the request requires use of all three levels of administrative staff, the maximum process time should not exceed six business days.

This process does **not** extend the existing 30-day case processing time. It is imperative that participants continue to receive immediate child care services and that there is no delay in payment to the child care providers.

The R&R/APP agencies will initiate requests for DPSS case

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information or documents directly to the CCC or equivalent as specified below, who shall respond to the R&R/APP **within two business days** of the request:

- (a) **Eligibility/GAIN Cases** - The CCC will obtain the requested information/documents from the EW/GSW/CCM.
- (b) **Cal-Learn Cases** - The CCC at the Cal-Learn Branch will coordinate the request with the EW, Cal-Learn GSW or appropriate AFLP agency, and obtain the needed information/documents from the EW/GSW/AFLP.
- (c) **REP Cases** - The DRC will coordinate the request with the appropriate EW or RITE/REP Case Manager (RCM) and obtain the needed information/documents from the EW/RCM.
- (d) **Protocol** - The following protocol shall be followed when the R&R/APP agency needs information/documents that may be in the DPSS case record:
 - (1) R&R/APP agency staff will contact the appropriate CCC/DRC to request the information/documents.
 - (2) Within two business days, the CCC/DRC will obtain the information and/or documents from the case-carrying EW/GSW/CCM/RCM, and provide the information/documents to the R&R/APP staff or a response that the information/documents are not available in the CalWORKs/GAIN/Cal-Learn/REP case record.
 - (3) If the CCC/DRC does not respond within two business days, the R&R/APP staff will elevate the request to the Stage 1 Child Care Contract Manager who will contact the appropriate Deputy District Director (DDD), Deputy Regional Administrator (DRA) or Contract Operations Manager (COM).
 - (4) For REP cases, the Stage 1 Child Care Contract Manager shall elevate the request to the designated WtW Human Services Administrator II (HSA II), if the requested case information/documents have not been provided within two business days.

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- (5) The DDD/DRA/COM/WtW HSA II will ask the CCC/DRC to obtain the information/documents from the EW/GSW/CCM/RCM, as appropriate, and respond to the R&R/APP staff within two business days.
- (6) The ST1-18, Request for Information/Documents for Child Care Eligibility Determination/Maintenance, provides an internal two-way communication between CCCs/DRCs and EWs/GSWs/CCMs/RCMs, and serves as a tracking tool for R&R/APP requests for information. Part I of the ST1-18 is completed by CCCs/DRCs to request information. Part II is completed by EWs/ GSWs/CCMs/RCMs to provide the response.
- (7) If the R&R/APP agency staff does not obtain results from the DDD/DRA/COM/WtW or HSA II, they will contact the Child Care Program Director (CCPD) who will call and ask the District Director (DD), Regional Administrator (RA), Contract Administrator (CA) or WtW Program Director, as appropriate, to ensure that the requested information/documents/ response is provided within two business days.

.813 Date of R&R/APP Request

The date of the R&R/APP request for information/ documents is:

- (a) **For faxed ST1-07 requests** – The date stamped on the top margin of the ST1-07 fax received from the R&R/APP agency.
- (b) **For telephone requests** – The date the incoming call was received.
- (c) **Electronic transmission of ST1-07s** - the date of the ST1-18 shall be the same as the transmission date of the Maintain Child Care Change (MCCC) GEARS screen. The MCCC screen enables electronic transmission of ST1-07s from the R&Rs/APPs to appropriate staff.

.814 Contact Listings

The following contact listings will be periodically updated, as needed:

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- (a) The Child Care Coordinator Contact Listing is a list of CCCs for CalWORKs District, GAIN Region and Cal-Learn Branch offices and provides the contact information for designated REP Coordinators.
- (b) The Management Contact Listing provides contact information for DDDs, DRAs and COMs for all DPSS CalWORKs and GAIN Regional offices (including contracted GAIN offices) and designated HSA IIs for REP provider cases.

This listing is to be **used only by R&R/APP management level staff** when it becomes necessary to elevate the request to DPSS management because the case information, documents and/or response has not been provided within two business days.

.9 Child Care Complaints & Appeals

.91 Child Care Complaints

.911 Child Care Hotline

The Child Care Hotline (CCH) responds to inquiries and complaints regarding child care issues from providers, parents, legal aid advocates, District/Regional Child Care Coordinators and R&R/APP agencies. In responding to complaints or inquiries, Child Care Hotline staff may find it necessary to contact the parent, respective provider, District, Region and R&R/APP agency for clarifying information.

.912 R&R/APP Agency Complaint Policy

The 13 contracted R&R/APP agencies collaboratively established and implemented complaint procedures to be utilized by parents, providers and community advocates. The complaint procedures were established to resolve:

- (a) Child care complaints made by parents and providers against R&R/APP agencies.

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- (b) Child care complaints made by parents and providers to legal advocates, community-based organizations, child care planning committee members, elected officials, etc.
- (c) Child care problems arisen between parents and providers.

.913 Complaint Hearings

Parents have rights to formal hearings, if they disagree with the agency actions and/or decisions relating to child care. Formal hearings may include, but are not limited to, child care eligibility determinations, hours of child care, parent fees, etc. For parents enrolled in CalWORKs Stage 1 Child Care, the parent has 90 calendar days from the day they receive the Notice-of-Action (NOA) to file for a Hearing, at which time the Hearing will be conducted by DPSS in accordance with regulations of CDSS.

.914 Direct Complaints Made by Parents and Providers

Parents and providers are encouraged to make a complaint, either verbally or in writing, within 24 hours after an incident occurred. This does not mean agencies will not respond to complaints made 24 hours after an incident has occurred. Rather, this process supports parents and providers in their efforts to resolve child care issues in a timely manner. Parents and providers must follow the following chain-of-command when making a complaint, either verbally or in writing, to the R&R/APP agency:

- (a) The parent or the provider must first contact their case manager or specialist to make a complaint in writing or by telephone. It is recommended that parents or providers send complaints in written form to the appropriate agency.

Note: If the complaint is made through a telephone call, the agency will send a written verification to the parent or the provider making the complaint.

- (b) If the parent or the provider is unable to resolve the problem with the case worker or specialist, he/she must contact the immediate supervisor.

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- (c) If the parent or the provider is unable to resolve the problem with the supervisor, he/she must contact the program manager directly in charge of the subsidy program for that agency.

.92 Appeals and State Hearing

State Hearings provide a forum for dissatisfied participants/claimants/Authorized Representatives to obtain an impartial administrative review of the R&R/APP agency's child care case action or inaction.

.921 Child care issues can be resolved by Straight Withdrawal, Conditional Withdrawal or State Hearing Decision.

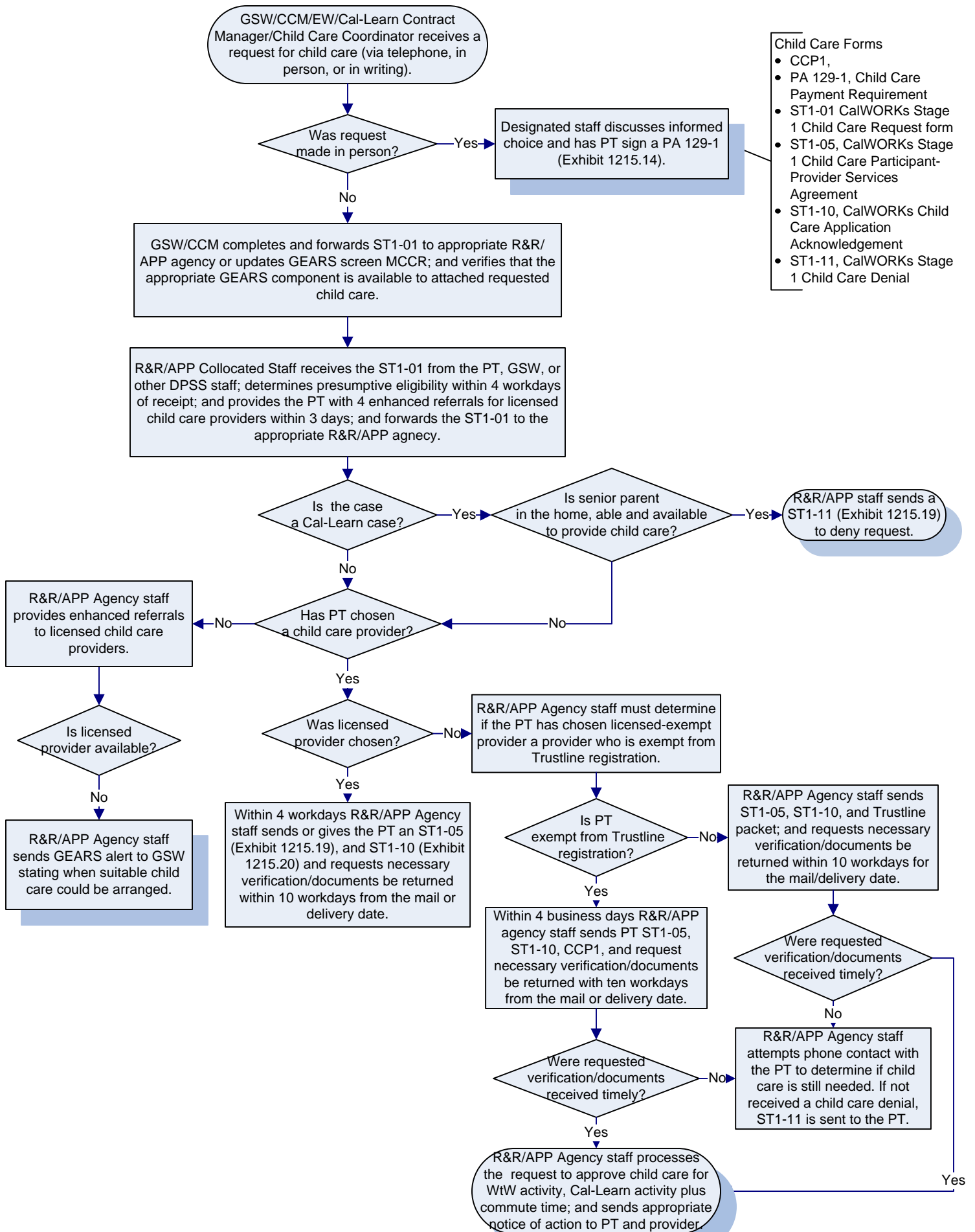
- (a) **Straight Withdrawal** of the State Hearing requests occurs when the participant/claimant/AR receives an explanation of the action appealed and no longer disputes the action.
- (b) **Conditional Withdrawal** is when the participant/claimant/AR and ASH agree to a corrective case action or a redetermination of eligibility, which must occur within 30 days of the conditional withdrawal signed by both parties

For a Conditional Withdrawal, ASH completes a PA 411, Request for Case Correction, and forwards it to the R&R/APP agency within two business days of the agreement to Conditionally Withdraw.

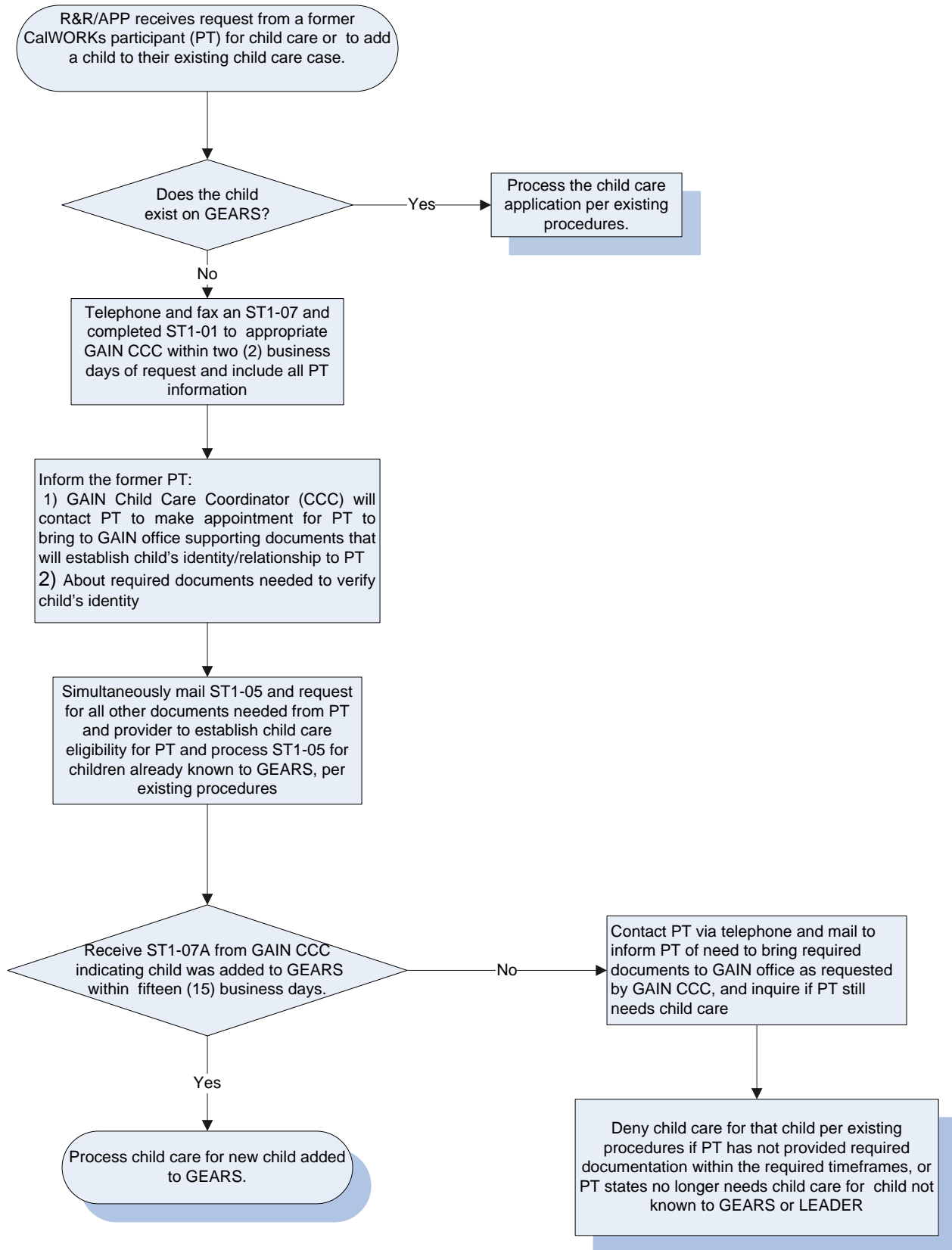
- (c) **State Hearing** is a formal hearing with a judge.

1215 Decision Charts

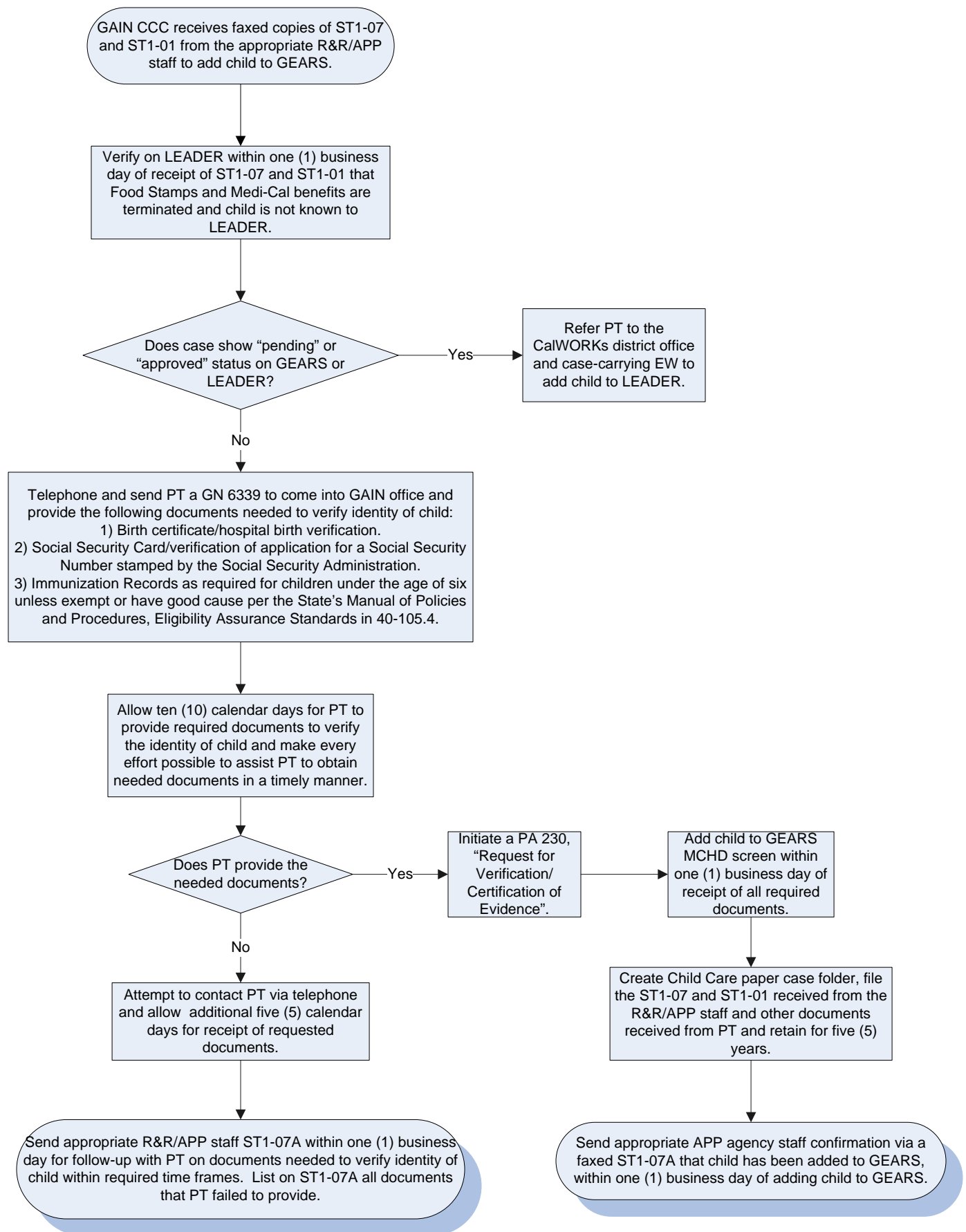
1215.1 Child Care Requests Decision Chart



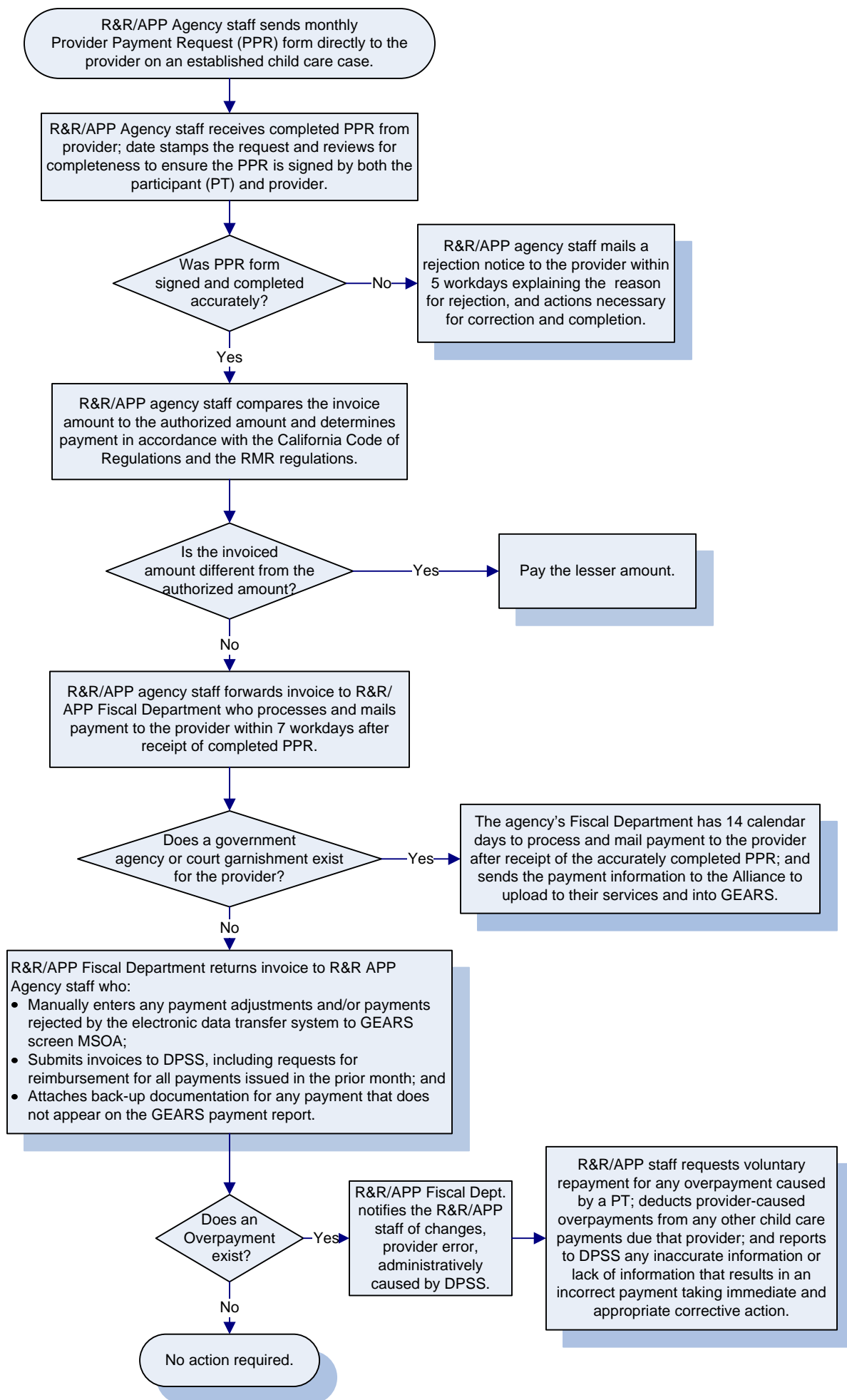
1215.2 Children Not Known to GEARS or LEADER - Resource & Referral / Alternative Payment Program (R&R/APP) Decision Chart



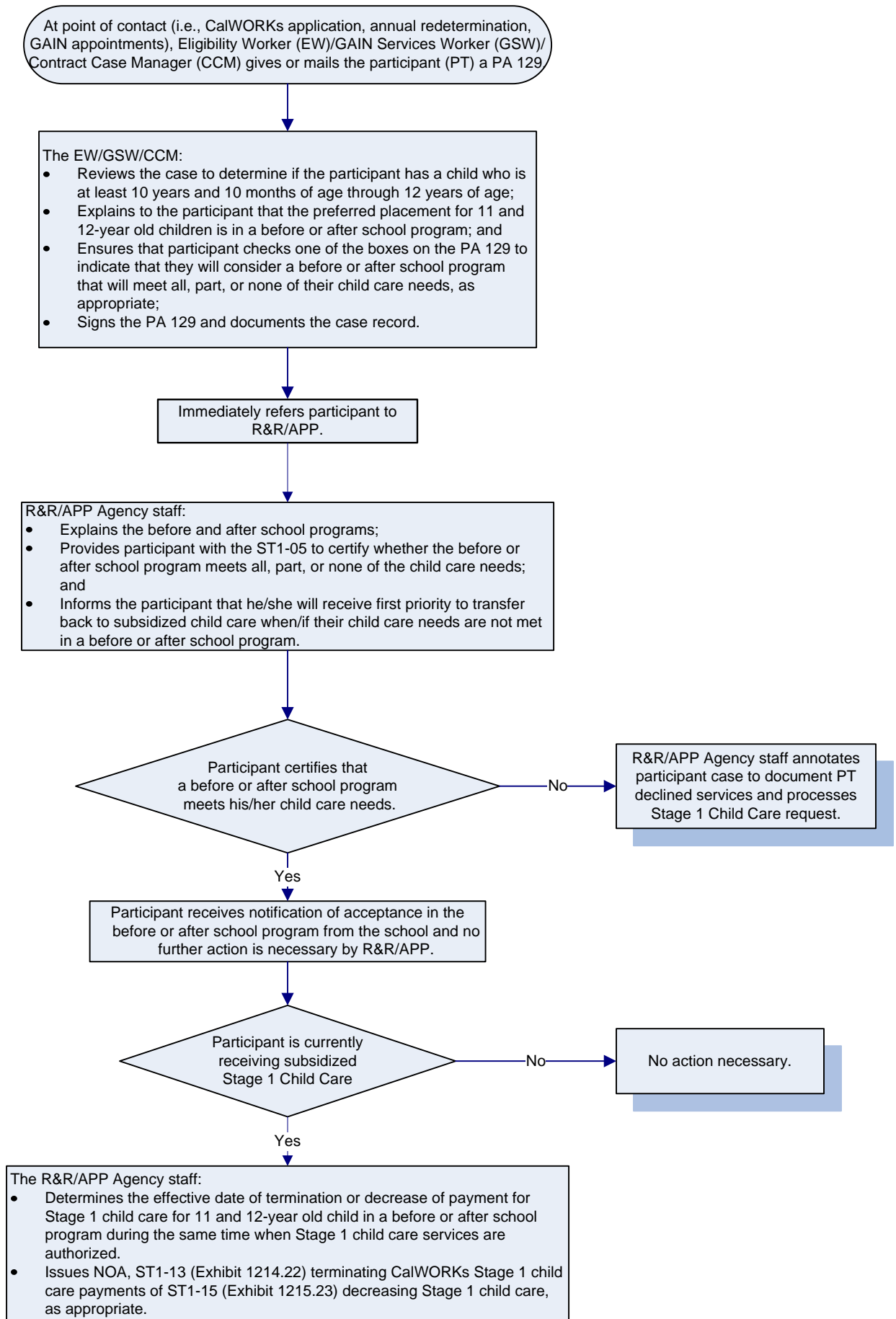
1215.3 Children Not Known to GEARS or LEADER - GAIN Child Care Coordinator (CCC) Decision Chart



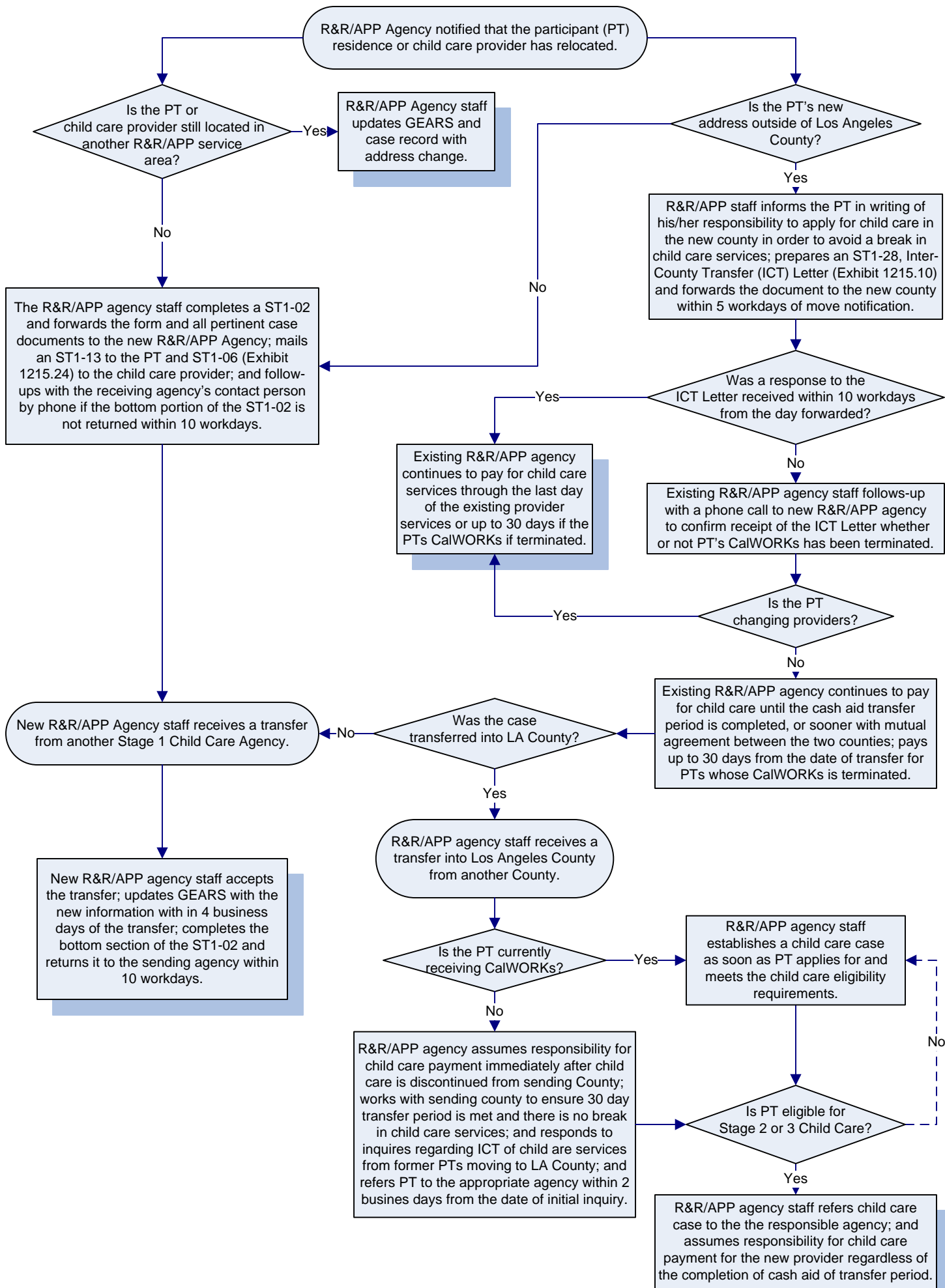
1215.4 Payment Process Decision Chart



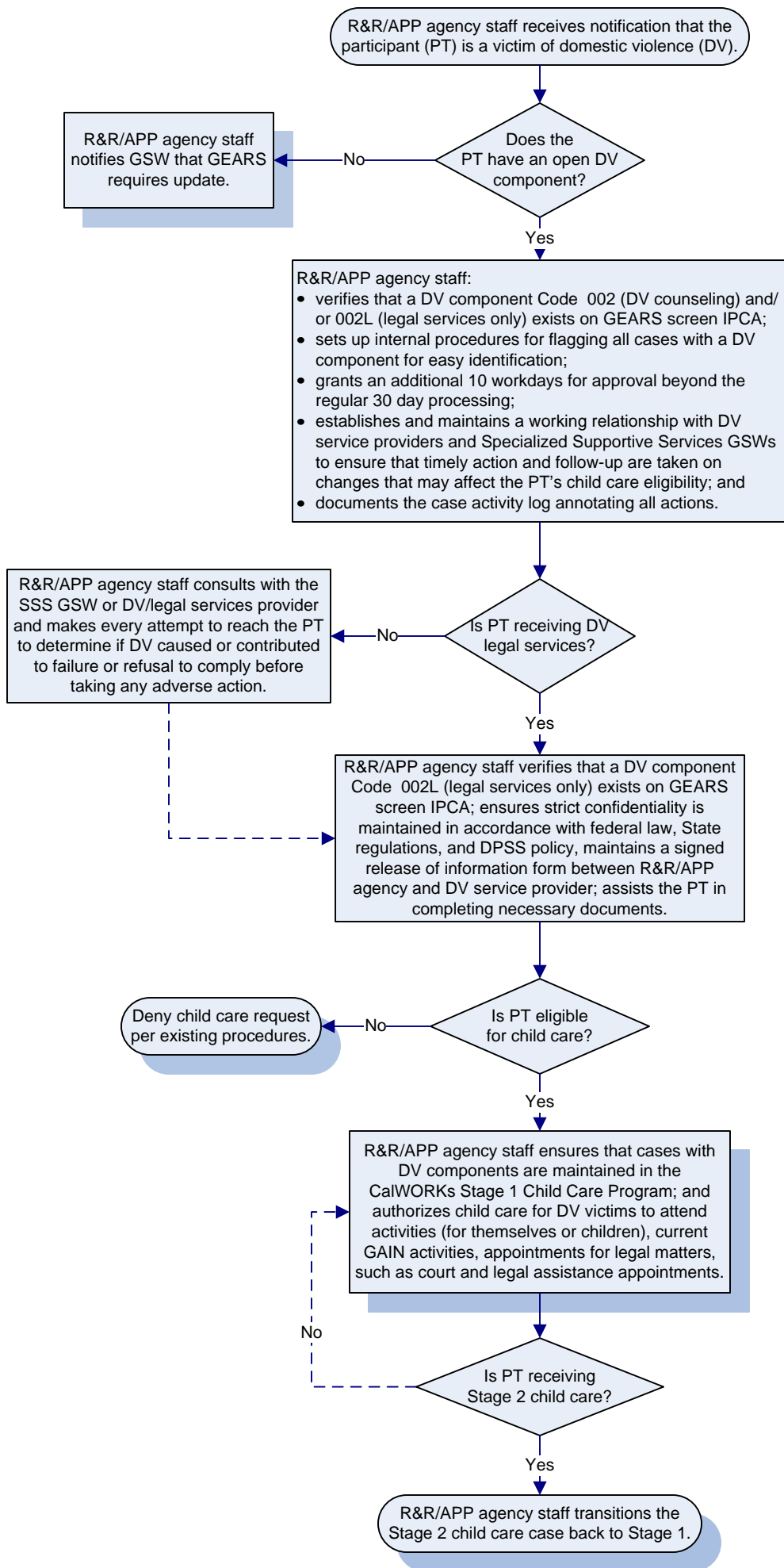
1215.5 Subsidized Child Care for 11 & 12-Year Old Children Decision Chart



1215.6 Inter-Agency/Inter-County Transfer Decision Chart



1215.7 Handling Domestic Violence Cases Decision Chart



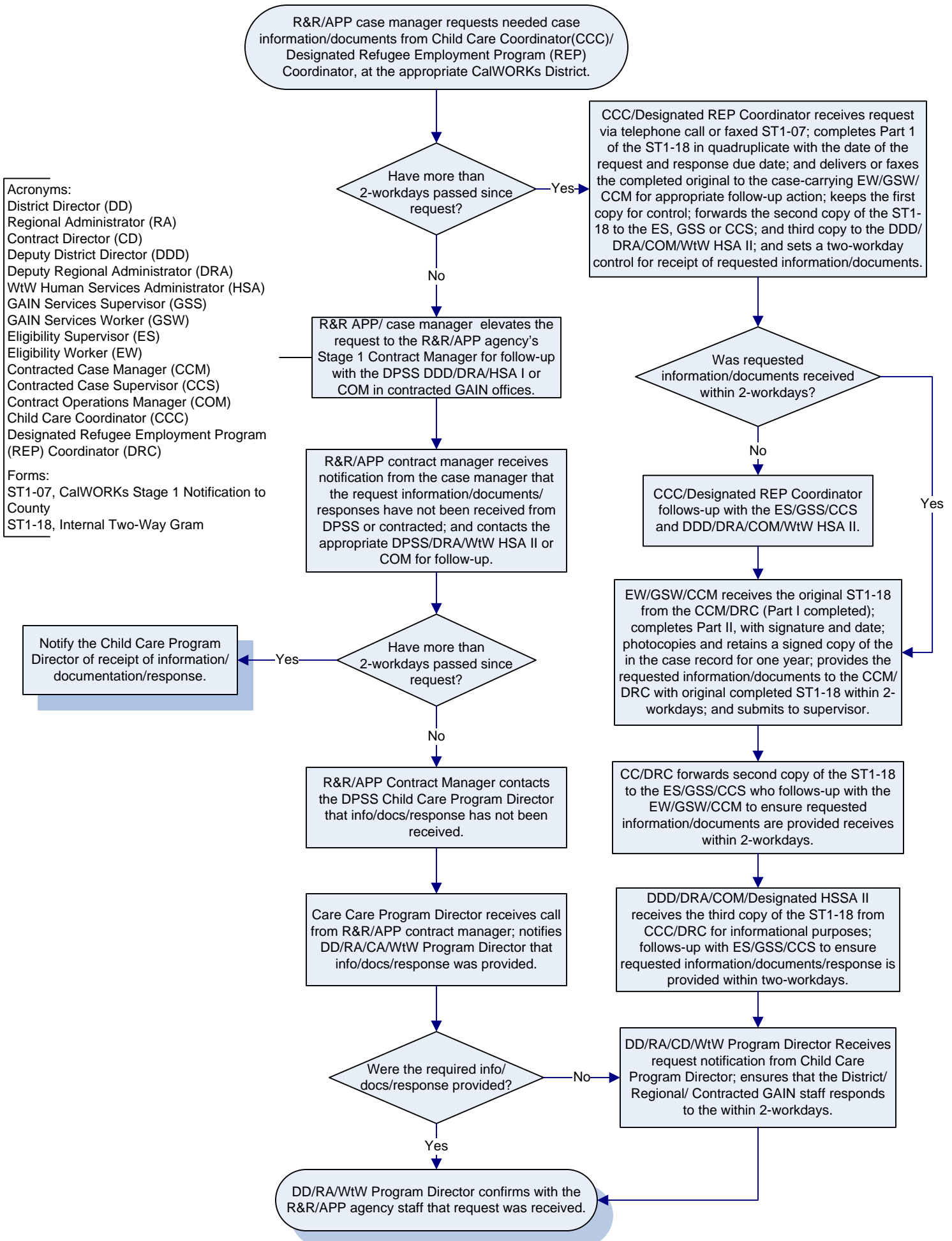
1215.8 Protocol for Requesting Documents Decision Chart

Acronyms:

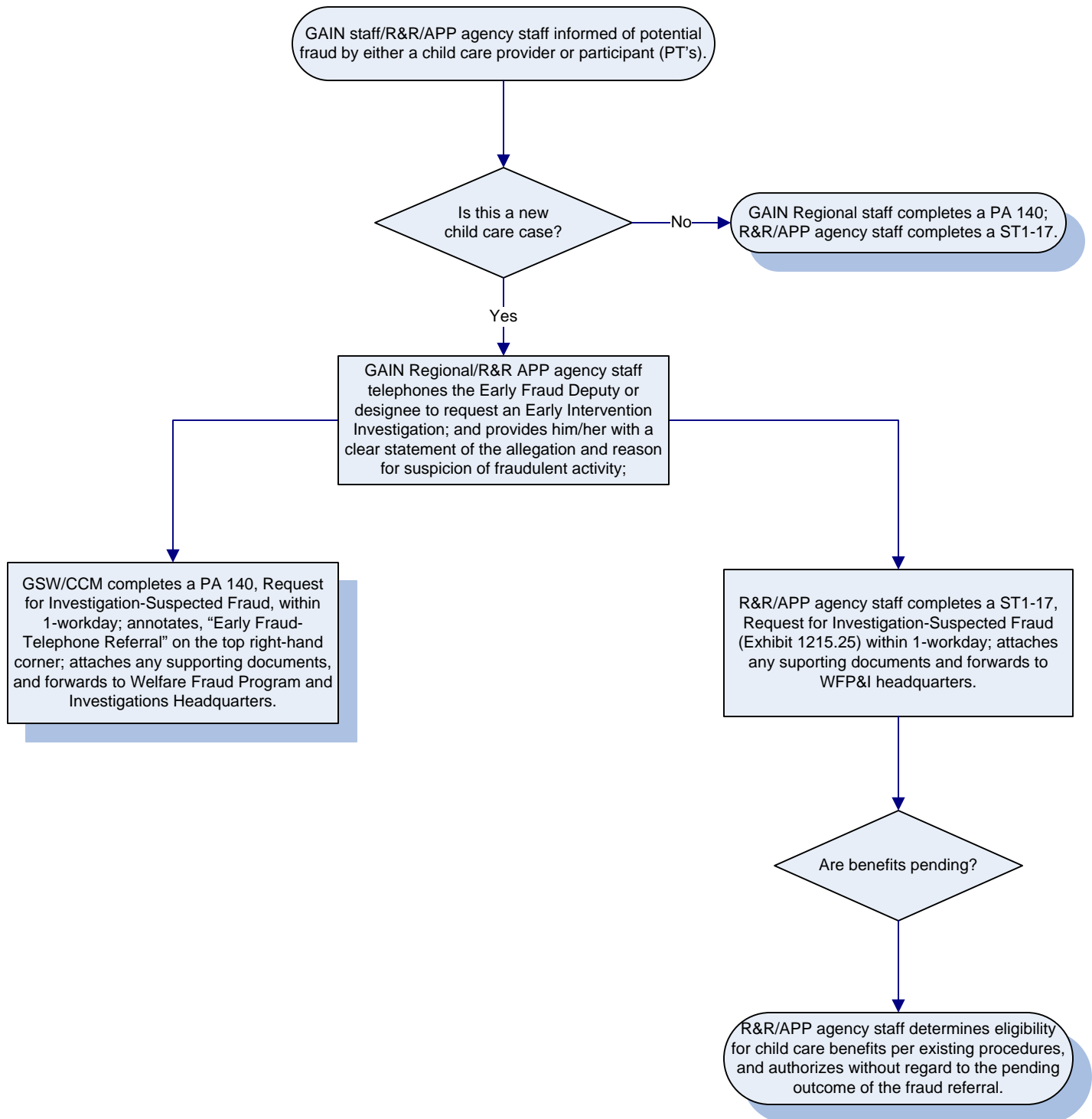
District Director (DD)
Regional Administrator (RA)
Contract Director (CD)
Deputy District Director (DDD)
Deputy Regional Administrator (DRA)
WtW Human Services Administrator (HSA)
GAIN Services Supervisor (GSS)
GAIN Services Worker (GSW)
Eligibility Supervisor (ES)
Eligibility Worker (EW)
Contracted Case Manager (CCM)
Contracted Case Supervisor (CCS)
Contract Operations Manager (COM)
Child Care Coordinator (CCC)
Designated Refugee Employment Program (REP) Coordinator (DRC)

Forms:

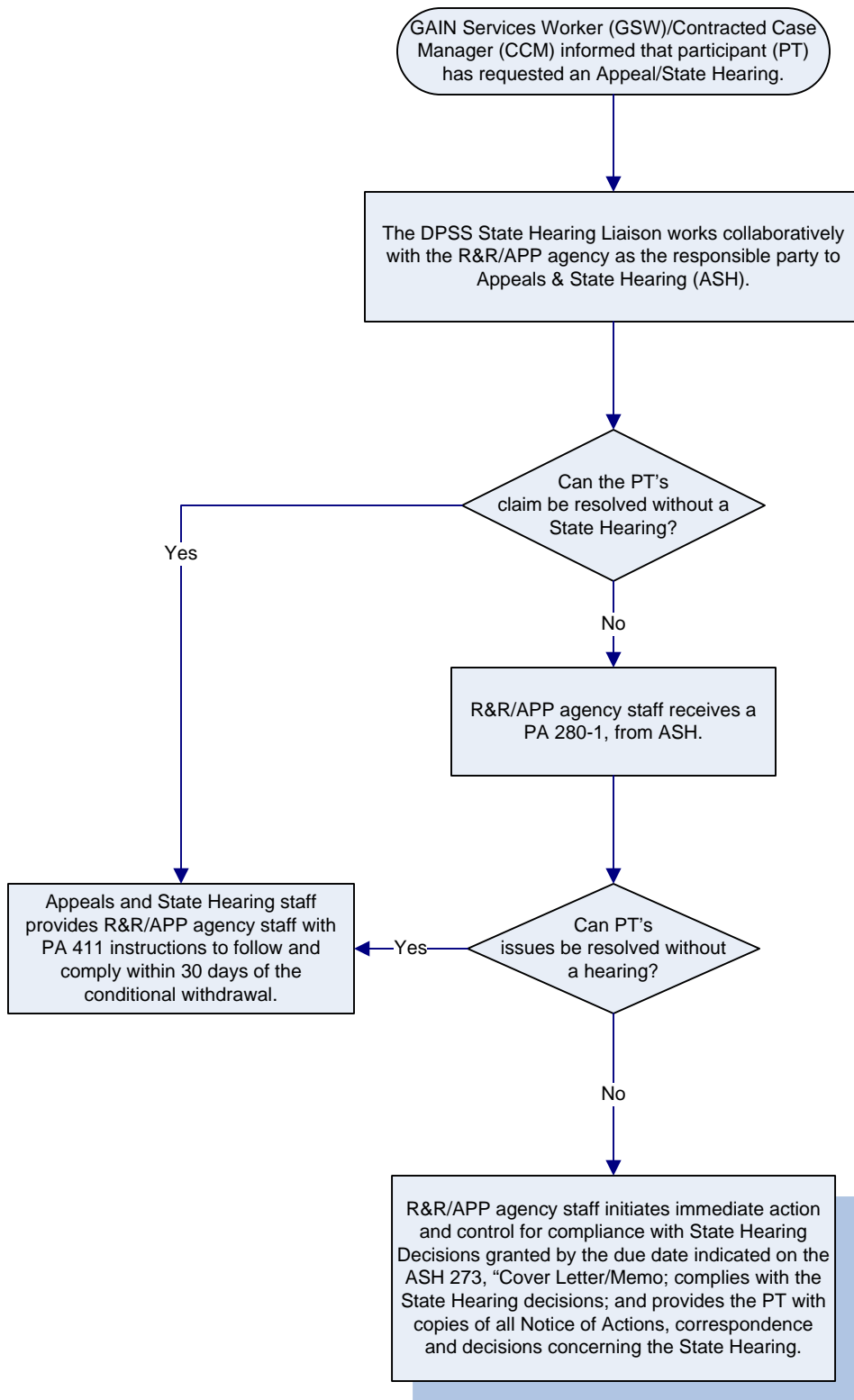
ST1-07, CalWORKs Stage 1 Notification to County
ST1-18, Internal Two-Way Gram



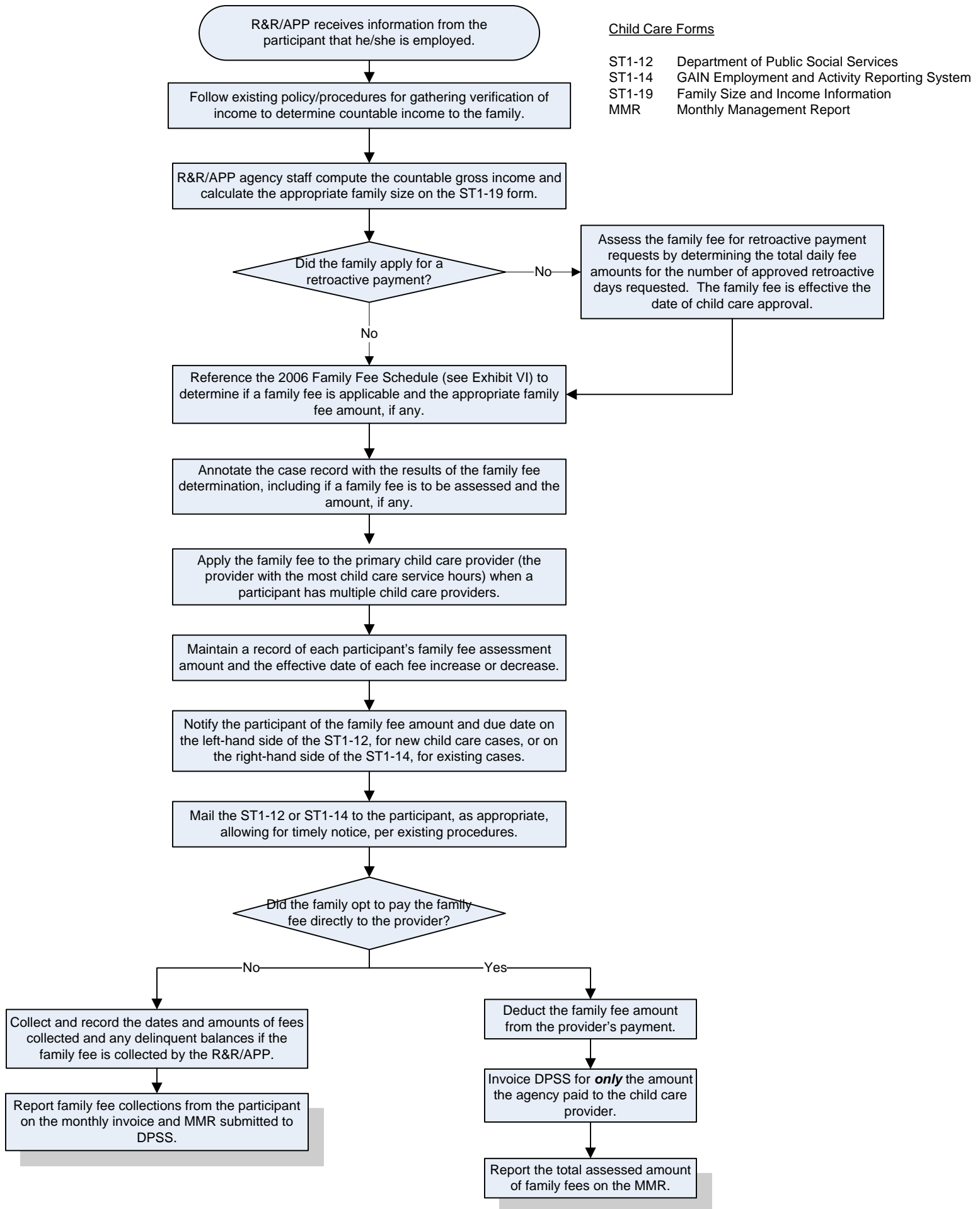
1215.9 Child Care Fraud Decision Chart



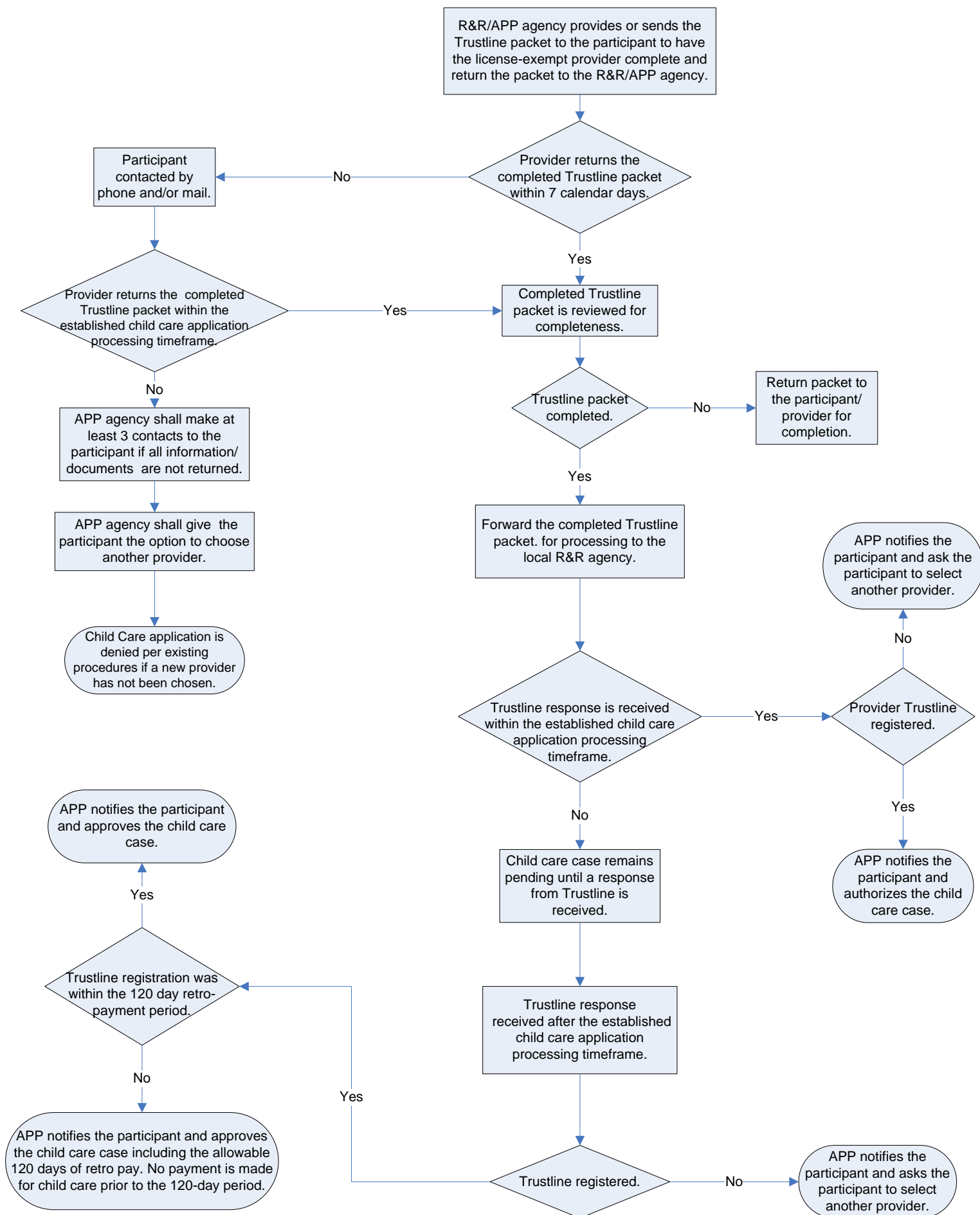
1215.10 Appeals & State Hearing Decision Chart



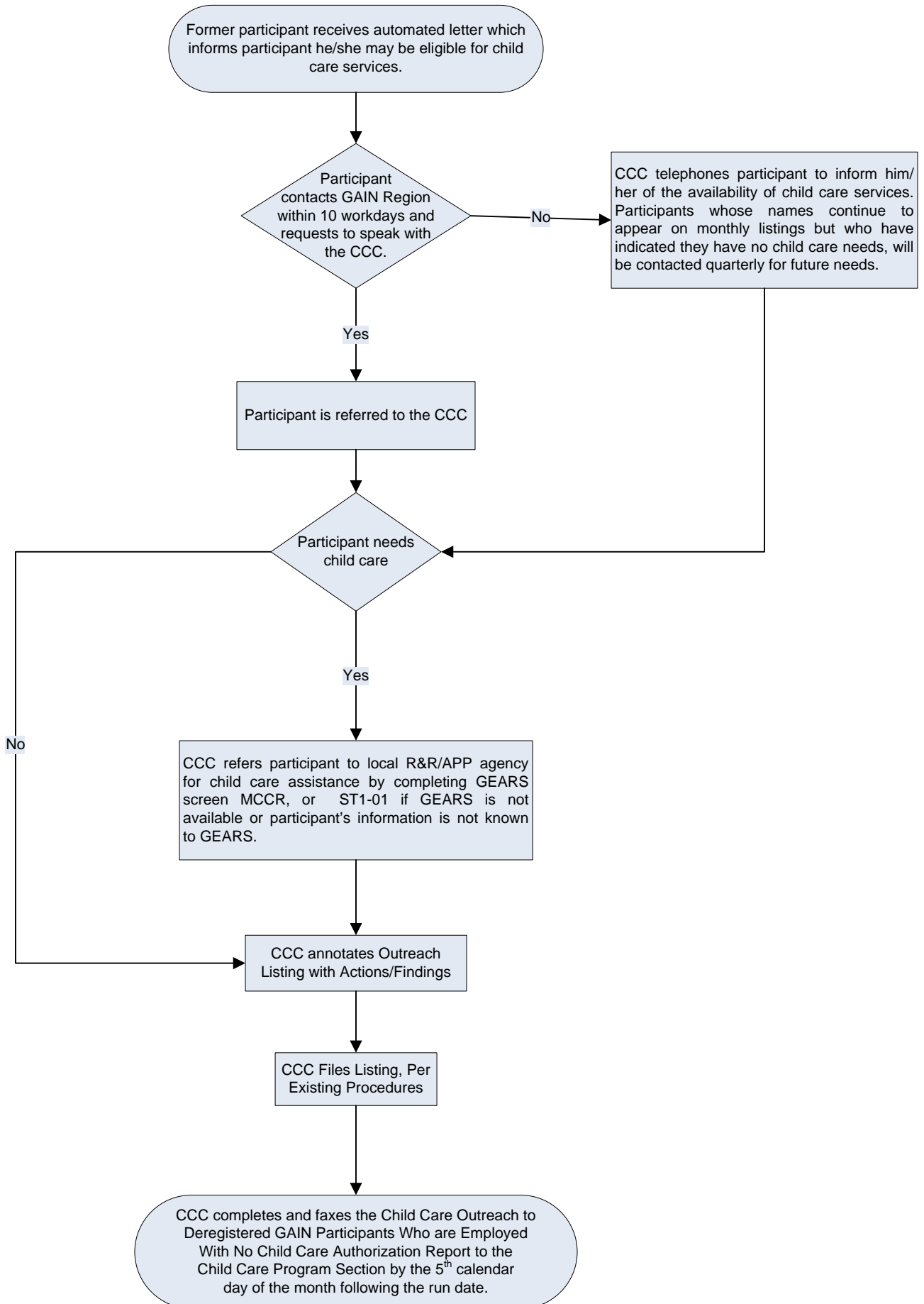
1215.11 Family Fee Decision Chart



1215.12 Trustline Process for License-Exempt Child Care Providers



**1215.13 Outreach to Deregistered GAIN Participants Who are Employed
With No Child Care Authorizations on GEARS**



**LOS ANGELES COUNTY
REGIONAL MARKET RATE CEILINGS
EFFECTIVE 10/01/06**

1216 EXHIBITS

.1 Exhibit I

STANDARD RATE CEILINGS												
Age	Child Care Centers				Family Child Care Homes				License-Exempt			
	Hourly	Daily	Weekly	Monthly	Hourly	Daily	Weekly	Monthly	Hourly	Daily	Weekly	Monthly
<i>Under Two</i>												
Full Time		\$59.58	\$253.65	\$1,028.94		\$42.45	\$183.32	\$752.69		\$38.21	\$164.99	\$677.42
Part Time	\$9.43		\$205.33	\$795.30	\$8.14		\$165.35	\$634.74	\$4.07			
<i>Two to Five</i>												
Full Time		\$43.27	\$182.03	\$743.75		\$40.10	\$169.99	\$683.21		\$6.09	\$152.99	\$614.89
Part Time	\$7.22		\$153.08	\$611.93	\$7.45		\$144.69	\$584.37	\$3.78			
<i>Six +</i>												
Full Time		\$36.99	\$155.25	\$606.48		\$34.96	\$151.30	\$619.00		\$31.46	\$136.17	\$557.10
Part Time	\$8.55		\$100.90	\$385.74	\$6.67		\$126.19	\$502.11	\$3.36			

**LOS ANGELES COUNTY
REGIONAL MARKET RATE CEILINGS
EFFECTIVE 10/01/06**

.2 Exhibit II

EVENING/WEEKEND CARE RATE CEILINGS (50% or more of time: Standard X 1.25 Factor)												
Age	Child Care Centers				Family Day Care Centers				License-Exempt			
	Hourly	Daily	Weekly	Monthly	Hourly	Daily	Weekly	Monthly	Hourly	Daily	Weekly	Monthly
<i>Under Two</i>												
Full Time		\$74.48	\$317.06	\$1,286.18		\$53.06	\$229.15	\$940.86				
Part Time			\$256.66	\$994.13			\$206.69	\$793.43				
<i>Two to Five</i>												
Full Time		\$54.09	\$227.54	\$929.69		\$50.13	\$212.49	\$854.01				
Part Time			\$191.35	\$764.91			\$180.86	\$730.46				
<i>Six +</i>												
Full Time		\$46.24	\$194.06	\$758.10		\$43.70	\$189.13	\$773.75				
Part Time			\$126.13	\$482.18			\$157.74	\$627.64				

**LOS ANGELES COUNTY
REGIONAL MARKET RATE CEILINGS
EFFECTIVE 10/01/06**

.3 Exhibit III

EVENING/WEEKEND CARE RATE CEILINGS (at least 10% but less than 50% of time: Standard X 1.125 Factor)												
Age	Child Care Centers				Family Day Care Centers				License-Exempt			
	Hourly	Daily	Weekly	Monthly	Hourly	Daily	Weekly	Monthly	Hourly	Daily	Weekly	Monthly
<i>Under Two</i>												
Full Time		\$67.03	\$285.36	\$1,157.56		\$47.76	\$206.24	\$846.78				
Part Time			\$231.00	\$894.71			\$186.02	\$714.08				
<i>Two to Five</i>												
Full Time		\$48.68	\$204.78	\$836.72		\$45.11	\$191.24	\$768.61				
Part Time			\$172.22	\$688.42			\$162.78	\$657.42				
<i>Six +</i>												
Full Time		\$41.61	\$174.66	\$682.29		\$39.33	\$170.21	\$696.38				
Part Time			\$113.51	\$433.96			\$141.96	\$564.87				

**LOS ANGELES COUNTY
REGIONAL MARKET RATE CEILINGS
EFFECTIVE 10/01/06**

.4 Exhibit IV

EXCEPTIONAL NEEDS CARE RATE CEILINGS (Standard X 1.2 Factor)												
Age	Child Care Centers				Family Day Care Centers				License-Exempt			
	Hourly	Daily	Weekly	Monthly	Hourly	Daily	Weekly	Monthly	Hourly	Daily	Weekly	Monthly
<i>Under Two</i>												
Full Time		\$71.50	\$304.38	\$1,234.73		\$50.94	\$219.98	\$903.23		\$45.85	\$197.99	\$812.90
Part Time	\$11.32		\$246.40	\$954.36	\$9.77		\$198.42	\$761.69	\$4.88			
<i>Two to Five</i>												
Full Time		\$51.92	\$218.44	\$892.50		\$48.12	\$203.99	\$819.85		\$43.31	\$183.59	\$737.87
Part Time	\$8.66		\$183.70	\$734.32	\$8.94		\$173.63	\$701.24	\$4.54			
<i>Six +</i>												
Full Time		\$44.39	\$186.30	\$727.78		\$41.95	\$181.56	\$742.80		\$37.75	\$163.40	\$668.52
Part Time	\$10.26		\$121.08	\$462.89	\$8.00		\$151.43	\$602.53	\$4.03			

**LOS ANGELES COUNTY
REGIONAL MARKET RATE CEILINGS
EFFECTIVE 10/01/06**

.5 Exhibit V

SEVERELY DISABLED CARE RATE CEILINGS (Standard X 1.5 Factor)												
Age	Child Care Centers				Family Day Care Centers				License-Exempt			
	Hourly	Daily	Weekly	Monthly	Hourly	Daily	Weekly	Monthly	Hourly	Daily	Weekly	Monthly
<i>Under Two</i>												
Full Time		\$89.37	\$380.48	\$1,543.41		\$63.68	\$274.98	\$1,129.04		\$57.32	\$247.49	\$1,016.13
Part Time	\$14.15		\$308.00	\$1,192.95	\$12.21		\$248.03	\$952.11	\$6.11			
<i>Two to Five</i>												
Full Time		\$64.91	\$273.05	\$1,115.63		\$60.15	\$254.99	\$1,024.82		\$54.14	\$229.49	\$922.34
Part Time	\$10.83		\$229.62	\$917.90	\$11.18		\$217.04	\$876.56	\$5.67			
<i>Six +</i>												
Full Time		\$55.49	\$232.88	\$909.72		\$52.44	\$226.95	\$928.50		\$47.19	\$204.26	\$835.65
Part Time	\$12.83		\$151.35	\$578.61	\$10.01		\$189.29	\$753.17	\$5.04			

**CHILD CARE AND DEVELOPMENT FAMILY FEE SCHEDULE
EFFECTIVE JANUARY 1, 2007, UNTIL RESCINDED**

.6 Exhibit VI

Percent of SMI	Family Pays			Family Size and Income Level										
	Hourly	Part-time Daily	Full-time Daily	1 or 2	3	4	5	6	7	8	9	10	11	12
40%	0.20	1.00	2.00	1,820	1,950	2,167	2,513	2,860	2,925	2,990	3,055	3,120	3,185	3,250
	0.25	1.25	2.50	1,893	2,028	2,253	2,614	2,974	3,042	3,109	3,177	3,245	3,312	3,380
	0.30	1.50	3.00	1,965	2,106	2,340	2,714	3,089	3,159	3,229	3,299	3,369	3,440	3,510
	0.35	1.75	3.50	2,038	2,184	2,426	2,815	3,203	3,276	3,349	3,421	3,494	3,567	3,640
	0.40	2.00	4.00	2,111	2,262	2,513	2,915	3,317	3,393	3,468	3,544	3,619	3,694	3,770
	0.45	2.25	4.50	2,184	2,340	2,600	3,016	3,432	3,510	3,588	3,666	3,744	3,822	3,900
	0.53	2.65	5.30	2,257	2,418	2,686	3,116	3,546	3,627	3,707	3,788	3,869	3,949	4,030
	0.61	3.05	6.10	2,329	2,496	2,773	3,217	3,661	3,744	3,827	3,910	3,993	4,076	4,160
	0.69	3.45	6.90	2,402	2,574	2,860	3,317	3,775	3,861	3,946	4,032	4,118	4,204	4,290
	0.77	3.85	7.70	2,475	2,652	2,946	3,418	3,889	3,978	4,066	4,154	4,243	4,331	4,420
	0.85	4.25	8.50	2,548	2,730	3,033	3,518	4,004	4,095	4,186	4,277	4,368	4,459	4,550
	0.93	4.65	9.30	2,621	2,808	3,120	3,619	4,118	4,212	4,305	4,399	4,492	4,586	4,680
	1.01	5.05	10.10	2,693	2,886	3,206	3,719	4,232	4,329	4,425	4,521	4,617	4,713	4,810
	1.09	5.45	10.90	2,766	2,964	3,293	3,820	4,347	4,446	4,544	4,643	4,742	4,841	4,940
	1.17	5.85	11.70	2,839	3,042	3,380	3,920	4,461	4,563	4,664	4,765	4,867	4,968	5,070
	1.25	6.25	12.50	2,912	3,120	3,466	4,021	4,576	4,680	4,784	4,888	4,992	5,096	5,200
	1.33	6.65	13.30	2,985	3,198	3,553	4,122	4,690	4,797	4,903	5,010	5,116	5,223	5,330
	1.41	7.05	14.10	3,057	3,276	3,640	4,222	4,804	4,914	5,023	5,132	5,241	5,350	5,460
	1.49	7.45	14.90	3,130	3,354	3,726	4,323	4,919	5,031	5,142	5,254	5,366	5,478	5,590
	1.52	7.60	15.20	3,203	3,374	3,749	4,348	4,948	5,061	5,173	5,286	5,398	5,510	5,623
	1.55	7.75	15.50	3,276	3,393	3,770	4,373	4,976	5,089	5,202	5,315	5,428	5,541	5,655
	1.58	7.90	15.80	3,349	3,413	3,792	4,399	5,006	5,120	5,233	5,347	5,461	5,575	5,688
	1.61	8.05	16.10	3,386	3,432	3,813	4,423	5,033	5,148	5,262	5,376	5,491	5,605	5,720
	1.65	8.23	16.45		3,510	3,835	4,448	5,062	5,177	5,292	5,407	5,522	5,637	5,752
	1.69	8.43	16.85		3,588	3,856	4,473	5,090	5,206	5,322	5,437	5,553	5,669	5,785
	1.73	8.63	17.25		3,628	3,880	4,500	5,121	5,237	5,354	5,470	5,586	5,703	5,819
	1.78	8.88	17.75			3,900	4,524	5,148	5,265	5,382	5,499	5,616	5,733	5,850
	1.84	9.20	18.40			3,986	4,624	5,262	5,382	5,501	5,621	5,740	5,860	5,980
	1.92	9.60	19.20			4,031	4,676	5,321	5,442	5,563	5,684	5,805	5,926	6,047
	75%	Monthly Income Ceilings			3,386	3,628	4,031	4,676	5,321	5,442	5,563	5,684	5,805	5,926

75%

.7 Exhibit VII

COUNTY OF LOS ANGELES

DEPARTMENT OF PUBLIC SOCIAL SERVICES

**CHILD CARE OUTREACH TO DEREGISTERED GAIN PARTICIPANTS WHO ARE
EMPLOYED WITH NO CHILD CARE AUTHORIZATION REPORT**

GAIN Region _____

Report Month/Year_____

- 1) Number of deregistered participants on listing _____
- 2) Number of participants successfully contacted (call-ins,
 walk-ins to GAIN office, or reached by telephone) _____
- 3) Number of participants referred for child care to the APP _____
- 4) Number of participants confirming no child care is needed _____

Name (Please print or type)

Title

Signature

Date

Please fax report to Gerardo Alvarez, Child Care Program Section, at (562) 699-2791
by the 5th calendar day following the report month.

**CalWORKs Child Care Programs
Indicators of Potential Fraud**

Instructional Guide

This document may be used as a tool to assist in identifying possible situations where child care fraud may occur. No single indicator proves the existence of fraud; however, a number of indicators together should be a trigger for further investigation. The indicators are grouped into three categories: parents, providers, and miscellaneous.

PARENTS

- **Parent and provider live a significant distance, such as, 25 or more miles apart.**
 - Normally, parents will find providers who are close to either their activity site or home.
 - Elements that should be taken into consideration should include the proximity of care to the client's home and activity site.
- **Child has perfect attendance for a significant number of consecutive days, weeks, or months.**
 - Children get sick, have appointments, and parents have time off or schedule changes. These may affect the number of hours that care is actually provided.
 - For concerns about a child's/children's attendance in child care, it can be verified in the following ways:
 - a. Comparing a school-age child's/children's school attendance records with child care billing forms.
 - b. The child care worker should obtain attendance information from the CalWORKs worker to verify parent's work attendance/activity and school attendance for school age children.
- **Welfare-to-Work plan hours differ from claimed child care hours.**
 - This may be discovered during the child care recertification process or at any other point of contact between the participant and the case worker or when the parent asks for more hours of child care; the child care worker contacts the CalWORKs worker who provides information that the parent is either not working or is working less than claimed.

- **Parents consistently fail to report changes in employment status and/or fail to provide proper documents to verify school enrollments and/or progress reports/grades.**
 - Parent may be using child care for an unapproved welfare-to-work activity.
- **Absent parent or step-parent is living in the home; however, he or she is not being reported as a resident of the household.**
 - The absent parent or step-parent may be the one actually providing care. The parent could be claiming another provider to receive the payment, knowing the absent parent is not eligible as a provider.
- **Parent claims self-employment or employment but does not provide supporting documentation.**
 - The parent should have supporting documents for the self-employment (e.g., business license for cosmetology, etc.) to verify whether the parent has the facility to conduct the work, the necessary equipment, and the licenses to verify that the business is legal.
 - If the parent claims employment as an in-home health care provider (not through In-Home Supportive Services), verification of information for the employer should be on file.
- **Parent comes in to County Welfare Department office on a regular basis during the hours they are supposed to be working.**
 - This is an indicator that the parent may not actually be working. The parent may have lost his/her job and is still claiming to be employed for the purposes of establishing eligibility for child care.
- **County Welfare Department notified that parent was incarcerated during the time that the parent is supposed to be working.**
 - If there is no change to the billing for child care for that period of time, this may be an indicator that requires further investigation.
- **Frequent address change for parent.**
 - This brings into question whether the parent is actually residing in the county and whether child care is being provided.

PROVIDER

- **Provider signs over child care checks to parent.**
 - This would be an indicator that the provider may not actually be providing the care. The person the check was signed over to might have a legitimate reason for having the check signed over to them (debt owed, etc), but if it is done more than once, it should be explored further.
- **Provider and parent report living at same residence, but are not related.**
 - It is acceptable for the provider and parent to live at the same residence, but this may indicate the possibility that the parent receives the billing forms, fills them out, sends them back, and receives the reimbursement. This is an indicator when there is no shared housing form (in the CalWORKs case) indicating that the provider is living in the home.
- **The provider has work/school hours that are in conflict with time child care is being provided.**
 - Information is received that the provider is working or attending school during the hours he/she is supposed to be watching the child/children.
 - Provider is absent during authorized child care hours on a consistent basis and provider cannot give reasonable accounting of this time. The worker may want to check if there are others in the child's home providing the care.
- **Billing statement(s) or parental sign in/out sheets show evidence of having been altered, or copies are turned in, rather than the original documents.**
 - This may indicate that there were changes to the hours billed, possibly after the parent has signed the forms or an attempt to bill for more hours.
- **Provider submits supplemental billing statements on a regular basis.**
 - The provider is either not completing the forms in a timely manner or is attempting to bill for additional hours after the parent has signed the forms.
- **Consistently late billing statements.**
 - This indicator may suggest that the provider is possibly trying to adjust the forms; is not preparing the forms until the end of the month; or is waiting to change the forms. There are reasons for delayed bills, but when it happens on a repetitive and consistent basis, it is something to question.

MISCELLANEOUS

- **Someone other than the provider is calling regarding child care payments.**
 - If this occurs repeatedly, this may indicate that someone other than contracted provider is actually providing child care.
- **A complaint is received through a hotline, or other reliable agency or source, that child care fraud is taking place.**
 - This is a trigger that requires further investigation. It could be a situation that someone is filing a false report.